

LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY



TARIFF REGULATIONS
EFFECTIVE July 15, 2018
(Last update May 2018)

PREPARED BY TAP OPERATIONS

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FARES

Cash fares are payable directly into a Metro Bus farebox. Cash fares are payable in lawful United States currency only. Metro Rail fares must be pre-paid by loading Stored Value or a pass to a TAP card. Metro Bus fares may also be pre-paid on a TAP card, but cash and tokens are accepted as well. Fares may be pre-paid by loading one of the following to a TAP card:

- 1-Way Trip
- Metro 30-day, 7-day, or day pass
- Regional EZ transit base pass
- Regional EZ transit pass + Zone
- Annual or specific term passes offered through Metro's Commute Services department
- Stored Value
- TAP Participant pass

METRO FARE STRUCTURE *(As of September 2014)*

Local Fares	<u>Regular</u>	<u>Senior 62+/ Disabled/ Medicare</u>	<u>College/ Vocational</u>	<u>Student (K-12)</u>
Cash (Bus Only)				
1-Ride Base Fare <i>No transfers</i>	\$1.75	75¢ Peak 35¢ Off-Peak	\$1.75	\$1.00
Tokens [†]	-	-	-	-
On TAP				
1-Way Trip <i>Includes transfers to other Metro lines for up to 2 hours to complete one-way trip</i>	\$1.75	75¢ Peak 35¢ Off-Peak	\$1.75	\$1.00
1-Day Pass <i>Valid for 1 day on first tap</i> <i>Expires at 3am on the following day after first use</i> <i>Includes: All Metro services and Silver Line 910/950</i>	\$7.00	\$2.50	-	-





Local Fares	<u>Regular</u>	<u>Senior 62+/ Disabled/ Medicare</u>	<u>College/ Vocational</u>	<u>Student (K-12)</u>
7-Day Pass <i>Valid for 7 consecutive days from the first tap. Expires at 3am on the following expiration</i> <i>Additional charges apply to ride: Metro Silver Line and Metro Express Buses</i>	\$25.00	-	-	-
30-Day Pass <i>Valid for 30 consecutive days from the first tap</i> <i>Expires at 3am on the following expiration</i> <i>Additional charges apply to ride: Metro Silver Line and Metro Express Buses</i>	\$100.00	\$20.00	\$43.00	\$24.00
30-Day + Zone 1 Pass <i>Ride Metro for 30 consecutive days from first tap.</i> <i>Includes: All Metro services</i>	\$122.00	-	-	-
Other Products				
Stored Value <i>Good on all Metro services and other TAP participating transit agencies</i>	Customers must board the front of the bus to request a Reload transaction. The maximum amount a customer can insert in the farebox is \$20 per transaction.			
EZ transit pass				
EZ transit base pass <i>Includes: All Metro services</i> <i>Additional charges apply to ride: Metro Silver Line; Metro Express buses; and non-Metro Express buses</i>	\$110.00	\$42.00	-	-
EZ transit pass Zone upcharges per zone	\$22.00	\$9.50	-	-



Local Fares	<u>Regular</u>	<u>Senior 62+/ Disabled/ Medicare</u>	<u>College/ Vocational</u>	<u>Student (K-12)</u>
EZ transit pass Zone 1 <i>Includes: All Metro services</i> <i>Additional charges apply to ride: Zone 2 or higher are not required by Metro. Zone 2 and higher apply to non-Metro Express buses that leave LA County</i>	\$132	\$51.50	-	-
EZ transit pass Zone 2	\$154	\$61	-	-
EZ transit pass Zone 3	\$176	\$70.50	-	-
EZ transit pass Zone 4	\$198	\$80	-	-
EZ transit pass Zone 5	\$220	\$89.50	-	-
EZ transit pass Zone 6	\$242	\$99	-	-
EZ transit pass Zone 8	\$286	\$118	-	-
EZ transit pass Zone 9	\$308	-	-	-
EZ transit pass Zone 10	\$330	-	-	-
EZ transit pass Zone 11	\$352	-	-	-
EZ transit pass Zone 12	-	\$156	-	-
EZ transit pass Zone 13	-	\$165.50	-	-
EZ transit pass Zone 14	-	\$175	-	-
Silver Line & Express				
1-Way Trip (on TAP) <i>Includes transfers to other Metro lines for up to 2 hours to complete a one-way trip</i> <i>Additional charges apply to ride: Metro Express buses</i>	\$2.50	\$1.35 Peak 95¢ Off-Peak	\$2.50	\$2.50

Local Fares	<u>Regular</u>	<u>Senior 62+/ Disabled/ Medicare</u>	<u>College/ Vocational</u>	<u>Student (K-12)</u>
Premium upcharge for 7-Day, 30-Day & EZ Transit Pass <i>All other Metro passes accepted without premium charge</i>	75¢	-	-	-
Express Freeway Premium Charge				
Express + Zone 1 Premium Charge <i>Additional fare required only on freeway segments</i>	75¢	60¢	75¢	75¢

¹ On May 15, 2018, Metro discontinued supplying Metro tokens to TAP vendors and the Metro Customer Centers. Tokens will be accepted onboard Metro bus and rail trips until November 29, 2019.

TAP FARE COLLECTION EQUIPMENT

	Device	Description	Time until fare is ready for use based on purchase method
	Bus Farebox	Located on buses and operated by operators	Online + phone = Up to 24-48 hrs TVM, TAP vendor/Metro Customer Center or bus = Immediate
	Bus Mobile Validator (BMV)	Located on buses - no operator interaction required	Online + phone = Up to 30 mins TVM, TAP vendor/Metro Customer Center or bus = Immediate
	TAP Vending Machine (TVM)	Located at rail stations and operated by customers	Online + phone = N/A TAP vendor/Metro Customer Center or bus = Immediate
	Turnstile	Located at rail stations – device validates pass or Stored Value	Online + phone = Up to 1 hr TVM, TAP vendor/Metro Customer Center or bus = Immediate

	Device	Description	Time until fare is ready for use based on purchase method
	ADA Gate	Located at rail stations - an alternative entrance to the turnstiles	Online + phone = Up to 1 hr TVM, TAP vendor/Metro Customer Center or bus = Immediate
	Rail Validator	Located at rail lines – device validates pass or Stored Value	Online + phone = Up to 1 hr TVM, TAP vendor/Metro Customer Center or bus = Immediate

GENERAL FARE PROCEDURES

Fare procedures on the Metro transit system are governed by the MTA Board of Directors and separate agreements with adjacent counties in which transit service is provided. The following is a description of the fare procedures as applied to the various types of service.

On Metro Bus lines operating terminal to terminal in local service, a base fare applies to any destination on the line. Refer to page 4 for Metro fare structure.

When base fare is paid with Stored Value or a 1-Way Trip is validated on a TAP card, customer shall receive two hours of transfers to other Metro services to complete a one-way trip.

Limited service Metro Bus lines are those operating partially in local and partially in restricted-stop service. These lines are not operated via freeways. Distance increments (zones) will not be charged on this type of service.

Express service lines are those operating partially in local and partially in restricted-stop service with portions of their trips operated via freeway or busway. A zone upcharge will be charged on regular Metro 30-day, Metro 7-day passes, Metro 1-Way Trip and regular EZ pass when using Express service lines. Zone upcharge will not be charged for passengers 1) using a day pass or Senior/Disabled, Student and College/Vocational TAP cards with a valid 30-day pass as denoted by a GoSr/Dis, Go K12, or GoColleg message when the card is tapped; 2) using TAP cards with a valid 1-zone 30-day, 1-zone or higher EZ Pass, annual, or I-TAP pass as denoted by a GoRegZ1 (or higher) or GoColleg message when the card is tapped. Operators must refer to line tariffs for fare instructions printed on the back of the summary map.

TAP CARDS

TAP cards are currently available for a variety of products including annual and specific term passes available exclusively to employees of participating businesses or to students and employees at participating universities, colleges, vocational schools and other institutions;

Metro 30-day and 7-day passes; Metro day passes; Metro employee, retiree and dependent passes; EZ transit passes; 1-Ride passes and Stored Value (i.e., electronic cash). TAP cards are honored on all Metro Bus, Metro Rapid, Metro Liner and Metro Rail lines, though zone charges may apply.

TAP cards must be tapped on the TAP fare collection equipment at each boarding. Refer to page 7 for TAP fare collection equipment information. TAP cards may or may not have a photo in the upper left hand corner. TAP cards do not require a validation stamp, but do require a TAP logo. A valid TAP card will produce a beep when tapped on the farebox, and the operator's OCU (Operator Control Unit) will display a "Go" message followed by the rider category of the cardholder, and the number of zones included where zones may be required (i.e., GoRegZ0, GoRegZ1, GoSr/Dis, Go K12, GoColleg, GoEmploy, GoRetDep, GoAccess, or GoAccs+1). Day Passes will display "GoDyPass" or "GoSD" Day when tapped on a farebox. Where a zones paid indicator (i.e., Z0 or Z1) is not present, the pass on the TAP card is valid on all zones. TAP cards with Stored Value (i.e., cards loaded with electronic cash that is deducted for each ride taken) will display the value of the fare paid (e.g., \$1.75) when tapped on the farebox. The operator's OCU display will show "Passback" when a valid TAP card is tapped more than once on a single TAP fare collection device within seven minutes.

TAP cards with photo and name printed on the card may also be used as valid reduced fare ID for Senior/Disabled cash-paying customers. Patrons using TAP cards with no photo or name printed on a TAP card that displays a Reduced Fare message (i.e., GoSr/Dis, GoS/DZ0, GoColleg, Go K12) when tapped must present a valid photo ID with their TAP card. The exception to this is Students in grades K through 8.

TAP card cost is \$2 across all purchasing platforms (TAP vending machines, online at taptogo.net, by calling 866.TAPTOGO, Metro Customer Centers, TAP vendor locations and onboard Metro buses (*customers can make the request by boarding the front of the bus and request to purchase one from the operator and load up to \$20 in Stored Value*).

Use of a TAP card is subject to the TAP cardholder agreement available at taptogo.net.

2-HOUR TRANSFERS

When base fare is paid with Stored Value or a 1-Way Trip is validated on a TAP card, the customer shall receive two hours of transfers to other Metro services as part of a continuous 1-Way Trip. Transfers are allowed when transferring from one line to another; consecutive taps on the same bus or rail line are not allowed except on bus routes with scheduled short line service. Transfers are granted automatically by tapping at each boarding using the same TAP card with which base fare was paid. Customers desiring a Metro-to-Muni transfer (MMT) should have sufficient Stored Value for the transfer fare when boarding another agency bus. When customer boards the 2nd bus or enters a Metro rail station within 2.5 hours, the TAP equipment will automatically deduct the transfer fare (plus upcharge, if applicable) from Stored Value. Refer to page 7 for TAP fare collection equipment information.

PRINTED TARIFFS

For each line that requires special instructions (i.e., multiple fares, service restrictions, transfer notes, etc.) a fare statement or individual tariff/fare tables are printed on the reverse side of the summary route map.

A line with no printed tariff indicates the base fare applies on that line from each terminal to all other points on the line, and that all basic fare and transfer rules apply. To identify a line in this category the words “Reverse side intentionally left blank” are placed on the map side of the route of line map.

METRO TOKENS

Effective May 15, 2018, Metro will discontinue the sale of tokens. Tokens will continue to be accepted on board bus and for rail trips until November 29, 2019. Customers who use tokens will need to pay with cash or obtain and use a TAP card and add Stored Value or a pass to pay their fares after November 29, 2019.

FARE MEDIA REGULATIONS

TAP Operations provides support to the Operations department and the Operator Central Instruction (OCI) on Metro’s fare media structure and on how to properly operate the operator control unit (OCU). In order for TAP and Operations to gain a better understanding of leading customer confusions and operator farebox issues all relevant correspondence on TAP updates and/or policy changes relating to the TAP Program and operational processes are archived in the Metro intranet:

http://intranet1.metro.net/serv_perf/reports_OPs_Notices.htm

FARE REGULATIONS FOR METRO RAIL SERVICE

Metro Rail service is operated on Metro Blue, Gold, Green, Purple, Red and Expo Lines. For each rail line a base fare applies to any destination on the line. Students in grades 9-12 are required to have a valid photo ID or school ID to purchase fare or ride with a Student TAP card. All passengers must have proof of valid fare in their possession when on the station platform and onboard Metro Rail.

Additional rules apply to the purchase of Metro Rail fare:

- Passengers must purchase a Metro fare on a TAP card before entering the station platform.
- Once tapped for entry, 1-Way trips are valid for up to two hours when transferring to other Metro services.

Authorized law enforcement officers patrol Metro Rail Lines. Rail passengers are required to display valid proof of fare when requested by officers. Passengers without valid proof of fare payment are subject to a citation and a fine of up to \$250. Refer to page 4 for Metro fare structure information.

METRO PASSES

Regular Fare Metro Day Pass sales onboard Metro buses were replaced with Stored Value sales as of July 15, 2018. Metro Day Passes continue to be sold at the following locations:

- TAP Vending Machines (*Metro Rail, Orange Line, Silver Line and El Monte stations*)
- Online at taptogo.net
- By calling 866.TAPTOGO (827-8646)
- Metro Customer Centers
- 415+ TAP vendor locations throughout LA County

Metro day passes are valid on all Metro Bus and Metro Rail lines on the day of purchase until 3:00 a.m. the following day. Tokens may not be used to purchase a Metro day pass from TAP Vending Machines located at Metro Rail, Orange Line, Silver Line or El Monte stations.

Regular Fare Metro 30-Day Pass is valid as base fare on all Metro Bus local, limited-stop, Express service (with Zone upcharge), Metro Rapid, Metro Liner and Metro Rail services to any destination for an unlimited number of rides in Los Angeles County for consecutive 30 days after first use. A TAP regular fare 30-Day Pass will display “GoRegZ0” when tapped during the period for which it is valid. A TAP regular fare 30-Day Pass that includes pre-paid zones will display “GoRegZ1” (one pre-paid zone). If “GoRegZ0” displays when a card is tapped, a passenger must pay the appropriate cash zone charge, if applicable.

Metro 7-Day Pass is valid as base fare on all Metro Bus local, limited-stop, express service (with Zone upcharge), Metro Rapid, Metro Liner and Metro Rail services to any destination for an unlimited number of rides in Los Angeles County for 7 consecutive days after first use. A valid 7-Day Pass will display “GoRegZ0” when a card is tapped. A zone passenger using this pass must pay the appropriate cash zone charge, if applicable.

Metro Day Pass is available for Regular and Senior/Disabled TAP cards and is valid for unlimited local rides on Metro Bus, Metro Rapid, Metro Liner and Metro Rail service. Additionally, day passes may be purchased in advance from a Third-Party Vendor. Day Passes purchased from TAP Vending Machines, Third-Party Vendors or online at taptogo.net are valid on the day when first tapped until 3:00 a.m. the following day. A day pass will display “GoDyPass” or “GoSD Day” when a card is tapped on the Operator Control Unit (OCU) attached to Metro’s fareboxes. A Senior/Disabled patron desiring to purchase the Metro day pass at a reduced rate must have a Senior or Disabled TAP card.

Patrons may purchase multiple passes as a TAP card can hold up to five (5) different pass types and up to 7 of each type of pass. A pass on a TAP card is only valid for the holder of the card and cannot be used to validate other passengers.

TAP cards must be tapped on the TAP fare collection equipment at each boarding, refer to page 7 for TAP fare collection equipment information.

Metro Senior/Disabled 30-Day Pass is valid as base fare for travel on all Metro Bus local, limited-stop, Express service, Metro Rapid, Metro Liner and Metro Rail services to any destination, for an unlimited number of rides in Los Angeles County. The Senior/Disabled 30-Day Pass is valid for 30 days from first use. A valid 30-day pass will display “GoSr/Dis”

when a card is tapped. There are no zone charges on express services when Senior/Disabled passes are used.

A Senior or Disabled TAP card is orange and is printed with the customer's photo, name, Senior 2, Senior 5, or LACTOA/Disabled, card expiration date, and a wheelchair symbol for Disabled customers. The "2" or "5" designation on Senior TAP cards denotes whether the cardholder is 62 to 64, or 65 years of age or older. Both are valid Senior ID cards on Metro. Other Senior TAP cards may be printed with a Senior 0 which designates the cardholder as 60 or 61 years of age. These cardholders are not valid Senior riders on Metro as Metro's Senior Age is 62. The age designator on the Senior TAP card is needed for other TAP operators who recognize Seniors at either age 60 or age 65.

Metro K-12 30-Day Pass is valid as base fare on all Metro Bus local, limited-stop, express service, Metro Rapid, Metro Liner and Metro Rail services to any destination, for an unlimited number of rides in Los Angeles County. Student TAP Cards are available to students twenty years of age or less who currently attend a Los Angeles County accredited elementary, junior high or high school. Student TAP cards are only available through the TAP Service Center, require a completed Student TAP card application, and are free of charge.

The Student TAP card is orange and is personalized with the student's name, Student K-8 or Student 9-12, and card expiration date. Students in grades 9 – 12 must have a valid photo ID at all times and are required to show it to Bus Operators and/or Fare Inspectors upon request. The student TAP card is not transferable nor is it valid for multiple users. Card sharing is considered fare evasion and may result in fines up to \$250 per incident.

The **Student 30-Day Pass** is valid for 30 days from first use. A valid 30-Day Pass will display "Go K12" when a card is tapped. There are no zone charges on express services for K-12 30-Day Pass users.

College/Vocational 30-Day Pass is valid as base fare all Metro Bus, Metro Rapid, Metro Liner and Metro Rail service. To qualify for a College/Vocational TAP Card, a patron must be a full-time student at a Los Angeles County accredited college, university or vocational school.

Students can obtain from their school a TAP College/Vocational Application and required documentation as proof of full-time status to establish eligibility. Applications are also available on the online at taptogo.net. The student must present this information together with a 1" x 1¼" full face only photo of themselves. Approved students will be provided with an orange College/Vocational TAP card with the student's name, College/Vocational, and card expiration date printed on the card. The College/Vocational 30-day pass will display "GoColleg" when a card is tapped. There are no zone charges on express services when College/Vocational Student ID Cards are used.

Metro Employee/Dependent Pass is honored on all Metro Bus and Metro Rail lines in all zones when tapped by the person to whom it was issued. The passes are valid as determined by a valid "Go" message when a card is tapped.

A Metro Dependent Pass is for children or young adults from age 5 to 22 years old. After 22

years old, they are no longer eligible for a Dependent Pass. Permanent Dependent indicates that the child has a permanent disability and is entitled to a pass as long as the parent is employed by Metro and/or retires. Proof of permanent disability must be presented and filed in Metro records.

Employees must not allow their passes to be used by unauthorized persons. Dependents who allow unauthorized persons to use their pass will lose pass privileges. Dependents are not allowed to ride on out of service trips.

Employees and their dependents riding on passes must not occupy seats to the exclusion of fare paying customers. The seat restriction does not apply to personnel who are assigned to ride for the purpose of checking or instructing.

A/B/I-TAP and U-Pass Annual, Semester, or Quarterly Passes are available exclusively to employees of participating businesses or to students and employees at participating universities, colleges, vocational schools and other institutions. When tapped, a valid pass will display “GoRegZ2” for regular full fare cardholders, “GoSr/Dis” for Senior/Disabled cardholders or “GoColleg” for College/Vocational cardholders using an A/B/I-TAP product. Zone charges do not apply to A/B/I and U-Pass cardholders as indicated by the valid message displayed when the card is tapped.

Other TAP Passes such as 3 and 5 day passes are used by special programs. These passes will display “GoRegZ0” when tapped on a farebox and require zone upcharges when used on express service.

EZ transit pass is a regional pass that allows riders to use multiple transit operator services without having to purchase transfers or pay fare differentials. Currently, the transit systems below participate in the regional EZ transit pass program. The EZ Zone 0 transit pass costs \$110.00 and the Senior/Disabled EZ transit pass costs \$42.00. EZ Zone 1 through Zone 11 transit passes cost \$22 per zone (\$9.50 per zone for Senior/Disabled customers). Refer to page 4 for Metro’s fare structure information.

- Antelope Valley Transit Authority
- Baldwin Park Transit
- Beach Cities Transit
- Burbank Local Transit
- Carson Circuit
- City of Commerce
- Culver CityBus
- Foothill Transit
- Gardena Municipal Bus Lines
- Glendale Beeline
- Huntington Park COMBI
- LADOT (DASH and Commuter Express)
- LAX FlyAway
- Long Beach Transit
- Metro Bus & Metro Rail
- Metrolink
- Montebello Bus Lines
- Monterey Park Spirit Bus
- Norwalk Transit
- Palos Verdes Peninsula Transit Authority
- Pasadena Transit
- Santa Clarita Transit
- Santa Monica Big Blue Bus
- Torrance Transit

When tapped, EZ transit passes will display “EZ Z0”, “EZ Z1”, etc. to indicate EZ plus included Zone for full-fare customers. Zone upcharge applies when riding Silver Line or Express Service only if “EZ Z0” displays when a card is tapped. Senior/Disabled EZ transit passes will display “EZ SD Z0”, “EZ SD Z1”, etc. Zone upcharge does not apply to any Senior/Disabled EZ transit pass.

OCU DISPLAY FOR DIFFERENT PASS TYPES

Valid passes on TAP will cause the farebox to beep and the OCU to display the appropriate message. The table below includes, but is not limited to, the most common pass types and corresponding OCU displays.

Pass type	OCU Display	On Photo TAP Card or secondary ID required?
Regular Fare		
30-Day Pass	GoRegZ0 -OR- GoRegZ1 (includes pre-paid zone)	No
7-Day Pass	GoRegZ0	No
Day Pass	GoDyPass	No
A/B/I-TAP	GoRegZ2	No
Metro Employee	GoEmploy	No
Metro Retiree/ Dependent Pass	GoRetDep	No
EZ transit pass	EZ Z0, EZ Z1, EZ Z2, etc.	No
Senior/Disabled		
S/D 30-Day Pass	GoSr/Dis	Yes
S/D Day Pass	GoSD Day	Yes
A/B/I-TAP	GoSr/Dis	Yes
EZ transit pass	EZ SD Z0, EZ SD Z1, EZ SD Z2, etc.	Yes
Access Services	GoAccess	
Student & College/Vocational		
K-12 30-Day Pass	Go K12	Yes
C/V 30-Day Pass	GoColleg	Yes
A/B/I-TAP	GoColleg	Yes
U-Pass (Annual, Semester, or Quarterly)	GoColleg	Yes

OFF-PEAK FARES

Between the hours of 9:00 a.m. and 3:00 p.m. and 7:00 p.m. and 5:00 a.m. on weekdays, and all day on Saturdays, Sundays, and observed Federal holidays, Metro passengers 62 years of age and older, Medicare cardholders, and riders who produce identification indicating that they have a disability will be charged a base cash fare of \$0.35. Customers requesting an off-peak fare for Metro services must present proper identification, as identified below for determining Senior or Disabled eligibility, regardless of the method used to pay the fare. Senior/Disabled cash-paying passengers on express routes must pay the upcharge in addition to the off-peak fare. Passes are accepted during off-peak hours. Off-peak fares are charged based on the scheduled time of arrival. The off-peak fare applies to both the Metro Bus and Rail system.

SPECIAL SHUTTLE SERVICE

Metro periodically provides seasonal or special shuttle service connecting transit passengers to special events or destinations. Although these lines typically use a shuttle, as opposed to a standard bus, the fare structure is the same as the tariff for regular Metro Bus and/or Metro Rail. Therefore, passengers holding a valid Metro Pass or Interagency Transfer may board at no charge. Otherwise, passengers shall pay the applicable base cash fare.

SENIOR CITIZENS

Customers requesting a reduced Senior Citizen cash fare for Metro services must be 62 years of age or older and must present proper identification. One of the following cards must be shown to the operator at the time the fare is paid, regardless of the method used to pay the fare.

Medicare Card – This is not a photo ID card but nevertheless entitles the holder to a reduced fare under Public Utilities Code Section 99155. A valid photo ID must also be shown.

Senior TAP Card – This photo ID card is issued by the TAP Service Center. A valid TAP product is not required to be loaded to the card when paying cash fare.

Department of Motor Vehicles Identification Card – The customer's photo is affixed to the card.

PERSONS WITH DISABILITIES

Customers requesting a reduced Disabled cash fare for Metro services must present proper identification. These cards must be shown to the Operator at the time the fare is paid, regardless of the method used to pay the fare. Accepted identification cards include the following:

Los Angeles County Transit Operators Association TAP Card (LACTOA) – “DISABLED” and the expiration date must be clearly visible on the face of this photo ID TAP card.

Medicare Card – This is not a photo ID card but entitles the holder to a reduced fare under

Public Utilities Code Section 99155. A valid photo ID must also be shown.

DMV Placard receipt or proof of SSDI – This is not a photo ID card, but entitles the holder to a reduced fare when it is shown with a valid photo ID.

Identification Card from Other Agencies – Any current valid identification card issued to any person with a disability by other transit agencies within the United States or other appropriate ID shall be honored. If no photo is on the card, another valid photo ID must also be shown.

Customers with Visual Impairments

Customers who are legally blind will be provided transportation service to any destination at the same fare payment as customers with other disabilities. One of the following identifications must be displayed when boarding:

- A white cane
- A valid “Braille Institute Legally Blind Identification” card
- A Braille Institute student identification card

ACCESS SERVICES PASS

Metro accepts the Access Services, Inc. (Access) identification cards. The card is green and includes the Access logo on the upper side of the card and a photo of the individual pass holder on the top left side. The Access TAP card must be tapped on TAP fare collection equipment for each trip. All operators must allow holders of this card to board Metro Bus and Metro Rail without charge when the card displays “GoAccess” when tapped.

A Personal Care Assistant (PCA) may also accompany the cardholder. When the card displays PCA below the rider’s photograph, a personal care assistant has been approved to board free of charge. Any individual accompanying the cardholder qualifies as the PCA and operator must tally the PCA by pressing the appropriate button on the Operator Control Unit (OCU). The cardholder is not required to travel with a PCA. The PCA is not required to show an identification card. Only one PCA is allowable per transit trip.

TRANSFER AGREEMENTS WITH OTHER OPERATORS

Metrolink

Valid Metrolink tickets or mobile phone passes are **ONLY** applicable as base fare on all Metro Bus, Metro Rapid, Metro Liner and Metro Rail routes as part of the EZ transit pass program. The holders of this fare media, when applicable, must pay zone charges. Metrolink riders must use a TAP card loaded with Stored Value to pay for zone or premium charges in order to provide proof-of-payment when fare is inspected by a fare compliance officer.

Metrolink one-way and round-trip tickets are only good for travel on the day printed on the ticket. Metrolink 10-trip tickets must be date-stamped on the date of use prior to boarding

Metro Bus or Metro Rail. When used on Metro Rail, Metrolink paper tickets must be tapped at a Metro Rail faregates or stand-alone validator for each trip. Metrolink mobile phone passes must be read by a faregate bar code reader to validate entry. When used on bus, Metrolink mobile application ticket must be displayed to operator for verification and operator must tally the Metrolink patron by pressing the appropriate key on the Operator Control Unit (OCU).

Transfers between Metro and L.A. County Municipal Operators

Transfers between agencies that have formal agreements for transfers are automatically processed by TAP cards. When a rider taps a TAP card at the beginning of a trip and validates the boarding the TAP card records the time of the trip start. When the rider boards another agency bus within 2.5 hours of the trip start, the second agency's farebox or rail validator automatically deducts the transfer amount from the Stored Value on the TAP card. Transfers between agencies are only good for one transfer fare. Additional transfers between agencies are loaded onto TAP cards when another pass or Stored Value base fare is used.

Metro Buses in Orange County

Passengers boarding a Metro Bus in Orange County will pay the appropriate Metro base fare (and any zone charges, if applicable). The following current fare media are valid for base fare including:

- Metro token
- Metro day pass
- Metro 7-day pass or 30-day pass
- OCTA 30-day pass (30-day pass)
- OCTA day pass (without punch)
- EZ transit pass
- Additional zone charges may apply and may be paid in cash or with Stored Value.

Senior, College/Vocational and Student 30-day pass holders are not required to pay zone fares for Metro service. Premium stamps for zones are also available for EZ transit pass.

Acceptance of OCTA Day Passes on Metro Bus

Orange County Transportation Authority (OCTA) offers a Day Pass for OCTA passengers. The following rules apply in accepting the OCTA Day Pass on a Metro Bus.

- OCTA Day Passes are valid only for the date indicated on the day pass.
- OCTA Day Passes are valid as base fare only on Metro lines 62, 130, and 460. (Zone charges, if applicable, must be paid.)
- If a passenger boarding one of the Metro Bus lines listed above and is using the OCTA Day Pass as base fare, the Metro Bus operator will place one punch in the bottom center of the day pass.
- Once the OCTA Day Pass has been punched, it will not be accepted on additional Metro buses.
- OCTA Day Passes (punched or unpunched) will not be accepted as valid fare on any

Metro Rail line.

- Passengers using OCTA Day Passes that have already been punched and that desire to travel on Metro services must purchase a Metro Day Pass or pay the applicable cash fare.

Metro Bus Line 460

Passengers boarding Line 460 from Disneyland to the Norwalk/Metro Green Line Station will pay Metro's base fare. If the passenger precedes to downtown or any station on the Freeway Express Lanes, one-zone fare of \$0.75 must be collected by the Operator. (See Zone Fare Structure attachment on page 25.)

Metro Passengers Transferring to OCTA Buses (in L.A. or Orange County)

Transfers are no longer available from any Metro Bus service to OCTA service. If a passenger desires to transfer to an OCTA bus, customer shall pay the OCTA fare to the OCTA operator when he boards the OCTA bus.

Acceptance of Metro and OCTA 30-Day Passes on Selected Lines

In November 2002, Metro and OCTA started accepting each agency's bus passes on selected lines. Metro Bus lines that accept OCTA 30-day (30-day) passes are Lines 62, 130, and 460. OCTA bus lines that accept Metro 30-day passes are Lines 1, 30, 38, 42, 46, 50, 60, 701, 721, and 757. The 30-day passes will not be honored on lines not specified above.

Metro and OCTA 30-day passes will be applicable for the base fare only. Zone fare charges must be paid by the holders of these passes when applicable.

Exchange of Employee Pass Privilege Between Metro and OCTA

Metro and OCTA employee, spouse, dependent and retiree passes will be honored for fare to all destinations on all lines of both agencies. OCTA passes are identified by the OCTA logo. The holder's picture is affixed to the pass. Passes are on display in each operating division.

Exchange of Employee Pass Privilege Between Metro and Omnitrans

Metro and Omnitrans employee passes will be honored for fare to all destinations on all lines of both agencies. Omnitrans employee passes are identified by the blue Omnitrans logo on a white background. The employee's picture is not affixed to the pass. Passes are on display in each operating division.

Exchange of Employee Pass Privilege Between Metro and Riverside Transit Agency (RTA)

Metro and RTA employee annual passes will be honored for fare to all destinations on all lines of both agencies. RTA employee passes are identified by the RTA logo on a white background. The employee's picture is not affixed to the pass. Passes are on display in each operating division.

SPECIAL FARE REGULATIONS

Metro understands that there are many well-deserving community groups that would like to receive complimentary boarding on Metro's transit system. However, since each boarding is already highly subsidized, the agency must limit the availability to such programs.

Metro currently offers complimentary boarding on Metro's Bus and Rail for safety and new rider orientation tours and for Metro art tours. The policies and procedures are listed below.

Metro Safety Tours

Safety's first for our customers, employees and business partners. To support this mission, Metro provides safety education to the public by hosting Metro Bus and Rail safety orientation tours. Currently, the following safety tour:

- Metro Safety Orientation Tours for Students (K-12)
- Metro Safety and New-Rider Orientation Tours
- VIP Safety Tours

The following procedures are to be followed when coordinating and/or participating in on-board Metro Safety Tours.

METRO SAFETY ORIENTATION TOURS FOR STUDENTS (K-12)

Metro's Community Relations Department is responsible for facilitating Metro safety orientation tours. Interested school groups are required to submit a written request one to two weeks prior to the desired date of the safety tour. After a tour is confirmed, Metro's Community Relations will arrange to have pre-loaded TAP forwarded to the requester with instructions for proper use. As a first step, all tour groups must meet at Metro headquarters in Union Station for a rail safety presentation. Safety tours are conducted Monday through Friday from 8 am to 4 pm.

Issuance of pre-loaded TAP Cards is controlled by Customer Programs & Services Department. Community Relations may request TAP cards in allotments of 1,000 by submitting a designated tour TAP card request form. A disbursement log must be kept by Community Relations and submitted to Customer Programs & Services before any additional TAP cards will be issued for program use. All Safety/Art Tour TAP cards are to be kept in a secure area at all times.

Passengers with a valid TAP card may travel on the Metro Bus and Rail system at no charge. Following the safety tour, participants may continue to use their TAP card for the remainder of the day on the Metro Bus and Rail system at no charge – this is offered in order to encourage future ridership on the system.

METRO SAFETY AND NEW RIDER ORIENTATION TOURS

Metro's Community Relations Department manages these tours, which are offered to the public in general in a similar manner to the Metro safety orientation tours for students K-12, which are described above.

VIP TOURS

Occasionally, it is necessary to provide complimentary travel on Metro Bus and Rail to visiting political, public and transit officials when it is in the interest of the agency to extend this courtesy. Community Relations is responsible for the management of the VIP Tour program. These riders are not required to wear a Metro Safety/Art Tour badge. However, a trained and authorized Metro employee must escort them at all times.

Metro Art Tours

Metro commissions artists to incorporate art into a wide array of transportation projects throughout Los Angeles County. From bus stops to rail stations, streetscapes to bus interiors, construction fences to poetry works, art creates a sense of the past, present and future.

The Metro Art Docent Council, a group of non-profit volunteers, leads tours to increase the public's awareness of the broad range of artwork throughout the Metro Rail system. These tours provide insights to the art, the artists who created them, the processes it took to design them and the communities they enhance. At present, Metro offers the following art tours:

- Art Tours By Reservation (groups of 15 or more)
- Art Tours Without Reservations (standing tour the first Saturday and Sunday of the month, with the exception of holidays)

The following policies and procedures are to be followed when coordinating and/or participating in art tours.

ART TOURS BY RESERVATION

The Metro Art Docent Council, under the auspices of the Metro Art Department, is responsible for managing all art tours. The tours are arranged by reservation for groups of 15 or more people. Interested parties are required to submit a request at least three weeks prior to their desired tour date. After a tour is organized, a Docent will provide each rider with a free TAP, pre-loaded with a day pass, at the time of the tour. Docents are knowledge-based volunteers and are in charge of facilitating and accompanying all parties participating in these tours.

Please note, student groups must be in the fifth grade or above, and there must be one adult to accompany every 10 students.

Issuance of Safety/Art Tour TAP cards is controlled by Customer Programs & Services Department. The Metro Art Department may request TAP cards in allotments of 1,000 by submitting a designated Tour TAP card request form. A disbursement log must be kept by the Metro Art Department and submitted to Customer Programs & Services Department before any additional TAP cards will be issued for program use. All Safety/Art Tour TAP cards are to be kept in a secure area at all times.

Passengers wearing a valid Metro Safety/Art Tour Badge may travel on the Metro Bus and Rail at no charge. Following the art tour, passengers issued the pre-loaded TAP card may

continue to use their TAP Card for the remainder of the day on the Metro Bus and Rail system at no charge – this is offered in order to encourage future ridership on the system. Zones charges do not apply to passengers wearing a Metro Safety/Art Tour badge.

ART TOURS WITHOUT RESERVATIONS

The Metro Art Department manages this program and offers public art tours on the first Saturday and Sunday of each month through the Metro Art Docent Council. The Saturday tour meets at the street level entrance to the Hollywood/Highland Metro Rail Station. On Sunday, the tour meets inside the front entrance to Union Station. Members of the Docent Council will be present to distribute TAP cards pre-loaded with day passes and will lead the tour. Tours are not given on holidays.

OTHER “FREE FARE” POLICIES

Metro has established policies and procedures when allowing “free fare” boarding for predetermined groups of riders. These opportunities are specific to transit-related employment, Metro Programs and certain public groups. In most cases, “free fare” riders must have a valid TAP card when boarding. Exceptions are noted below.

Children under five years of age - A maximum of two children under the age of five (age 4 and below), if accompanied by a fare-paying adult or guardian. A TAP card is not required for the child. Child should follow fare-paying adult through the ADA-accessible fare gate when riding Metro Rail.

Access Services cardholder - Persons with a TAP photo identification card issued by Access Services, Inc. The card is green and includes the Access Services logo on the lower left front side and a photo of the individual pass holder on the top left side. The expiration date is located on the card. Access Services identification cards must be tapped on both Metro Rail and Metro Bus.

Personal Care Assistants (PCA), if accompanying an Access Services cardholder and only when the Access Services TAP card indicates the cardholder is PCA eligible. The PCA is not required to show an identification card. However, if the Access Services card does not indicate PCA-eligible, anyone accompanying the Access Services cardholder must pay the applicable fare. The PCA should follow the Access Service TAP cardholder through the ADA-accessible fare gate when riding Metro Rail. The Access Services cardholder is not required to travel with a PCA.

Art Docents, when carrying an authorized TAP-enabled Metro Docent ID, may travel on the Metro Bus and Rail system at no charge.

Transit People is an all-volunteer Los Angeles non-profit organization that conducts educational, one-day trips for children using the public transit system. Metro Community Relations will issue TAP cards pre-loaded with day passes in a similar manner to the Metro safety tours. Free fare travel is allowed for Transit People trip leaders and their tour group on the Metro Bus and Rail system when using valid TAP cards.

Public Law Enforcement Officers - Law enforcement officers of local police agencies and Sheriffs' departments in full uniform. Note: Firefighters, paramedics, and security officers are not allowed to ride free. LAPD officers in "Class A" (dress) uniforms with valid identification may ride the Metro system on a fare-exempt basis so long as officers do not take seats from fare-paying passengers, and that officers will fulfill their responsibilities as peace officers as circumstances require. Law enforcement officers are required to have a Law Enforcement TAP card to access Metro Rail.

Traffic Control Officers, when in full uniform, may ride in the area bounded by Washington Blvd. on the south, Cesar Chavez Ave. to the north, Alameda St. to the east, and Figueroa St. on the west. A valid TAP card is required for boarding Metro Rail.

Metro employees, their spouses, dependents and permanent dependents with a valid TAP-enabled Metro ID have access to all Metro Bus and Rail lines. (Employees must not allow their ID to be used by unauthorized persons. Dependents who allow unauthorized persons to use their ID will lose pass privileges. Dependents are not allowed to ride on out of service trips. Employees and their dependents riding while using a Metro ID must not occupy seats to the exclusion of fare paying customers. The seat restriction does not apply to personnel who are assigned to ride for the purpose of checking or instructing.)

Other Metro Affiliates, such as the Board of Directors, Board Staff, CAC Member, Contract Employee, County Council Member and Governance Council Member with a valid TAP-enabled Metro badge have access to all Metro Bus and Rail lines. Temporary Consultants with IDs with an orange border on either side of the photo ID are NOT valid as fare media.

OCTA employees, their spouses, dependents and retirees with a valid agency ID and Partner Agency TAP card are allowed access to all Metro Bus and Rail lines. The OCTA logo and an affixed picture identify a valid OCTA ID. Valid IDs are on display in all operating divisions.

Omnitrans and Riverside Transit Agency (RTA) employees with a valid ID and Partner Agency TAP card are allowed access to all Metro Bus and Rail lines. Omnitrans employee IDs are identified by a blue logo on a white background. The RTA employee ID is identified by a RTA logo on a white background. Neither the Omnitrans nor RTA ID has an affixed picture of the employee. Valid IDs are on display in all operating divisions.

ISSUANCE OF ZONE CHECKS

Zone checks are issued to all passengers paying an express zone upcharge and also to passengers paying minimum fares who must travel beyond a fare limit where checks are collected. Checks will be issued on all classes of fares, i.e., cash, 30-day passes, employee passes, discount fares, etc.

On each check issued, the day of the week must be punched.

COLLECTION OF ZONE CHECKS

When operating lines in Los Angeles County that require the use of zone checks, unless excepted by individual line tariffs, operators will stop their buses at designated limits and collect zone checks. Overrides are also collected at this time.

EXPRESS LINES AND FARES

METRO BUS LINES 501, 577, & 910/950 – These four lines have a flat express fare of \$2.50. On Lines 910/950, a Metro Day Pass is also accepted as the flat express fare.

METRO BUS LINES 442, 460, 487, 489 & 550 – These five lines have routes that combine local and express travel, as described below:

Line 442 – From the Hawthorne Metro Green Line Station to 110 Fwy/Manchester Station is a Base Fare of \$1.75. From 110 Fwy/Manchester Station to Adams Station, is an Express Zone upcharge of \$.75.

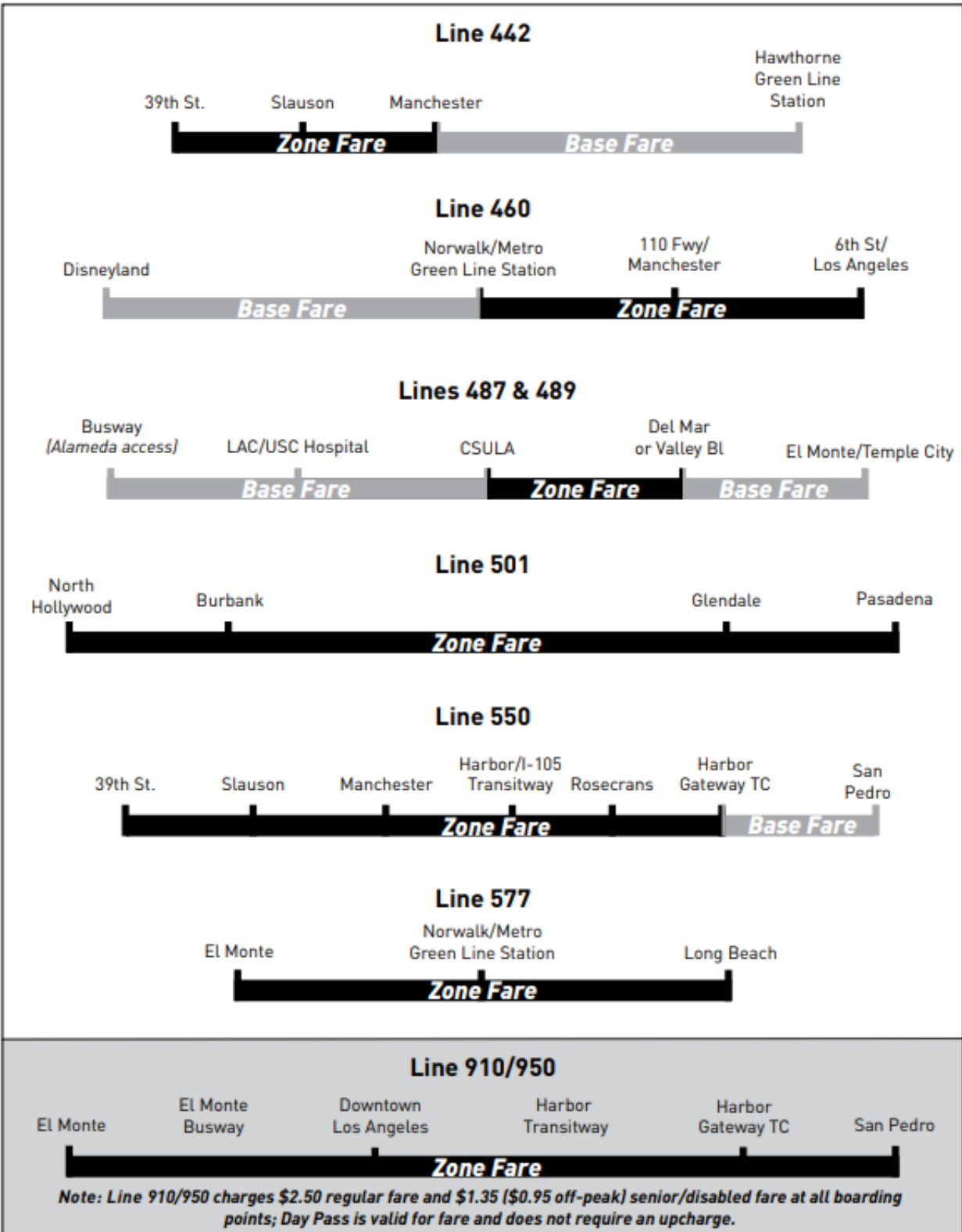
Line 460 – From Disneyland to the Norwalk Metro Green Line Station is \$1.75. From Norwalk Metro Green Line Station to Downtown LA is an Express Zone upcharge of \$.75

Lines 487/489 – From El Monte/Temple City to Del Mar or Valley Bl is a Base Fare of \$1.75. From Del Mar or Valley Bl to CSULA is an Express Zone upcharge of \$.75. From CSULA to Downtown LA is a Base Fare of \$1.75.

Line 550 – From San Pedro to the Harbor Gateway Transit Center is a Base Fare of \$1.75. From Harbor Gateway Transit Center to 39th St/Figueroa Av is an Express Zone upcharge of \$.75.

Refer to the ZONE FARE STRUCTURE chart on next page for further Express Fare information.

Zone Fare Structure



REFUND RECEIPTS

Refund Receipts or Customer Refund Request cards are issued to customers requesting a refund. All sales are final. Refunds request exceptions will be considered under certain cases and on a case-by-case basis after view by the TAP Back Office. The following are two instances in which a customer is entitled to a refund:

- Customers who are unable to provide the correct change for their fare and must deposit excess fare; or
- Customers who mistakenly deposited an excess fare payment in the farebox.

Note: Refund receipts will be issued at the time overpayment is noted. It is not permissible to make fare refunds by failing to register fares from other customers. In addition, refund receipts will not be accepted for fare or partial payment of the fare.

TURN-AROUND LOOPS

Passengers will be carried on turn-around loops without payment of additional fare unless otherwise noted on individual line tariffs.

TRANSPORTATION OF SERVICE ANIMALS ON METRO BUS AND RAIL

Service animals are animals that are individually trained to perform tasks for people with disabilities such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure or performing other special tasks.

The following regulations will govern the transport of service animals and service animals in training:

- The service animal handler will pay the appropriate fare except when presenting their Reduced Fare ID Card or valid Access Services Card. Service animal owners are not required to pay a fare for the animal.
- A passenger paying regular fare may carry a small dog or other pet enclosed in a suitable carrier, the size of which does not interfere with the comfort or convenience of other passengers.