

Guidelines and Procedures for Fare Collection System

METRO TRANSIT AND
REGIONAL TRANSIT PROVIDERS



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REGIONAL FARE STRUCTURE

BUS & LIGHT RAIL FARES

Local Bus, A Line & METRO Fares	Rush Hours Mon.-Fri. 6:00-9:00 am 3:00-6:30 pm		Non-Rush Hours
Adults (ages 13-64)	\$ 2.50		\$ 2.00
Seniors (65+), Youth (6-12), Medicare	\$ 2.50		\$ 1.00
Downtown Zone	\$.50		\$.50
Express Bus Fares		Rush Hours	Non-Rush Hours
Adults (ages 13-64)		\$ 3.25	\$ 2.50
Seniors (65+), Youth (6-12), Medicare		\$ 3.25	\$ 1.00
Reduced Fares			
Persons with disabilities		\$ 1.00 At all times on buses & METRO lines	
Children 5 and Under		FREE (limit 3) Must ride with a fare-paying customer	

NORTHSTAR FARES

Northstar Fares	Weekday	Weekend	
One-way fares to / from downtown Minneapolis	All customers except persons with disabilities	Adults (ages 13-64)	Seniors (65+), Youth (6-12) and Medicare card holders. Valid at all times for persons with disabilities
Big Lake	\$ 6.25	\$ 5.50	\$ 2.00
Elk River	\$ 4.75	\$ 4.25	\$ 1.50
Ramsey	\$ 3.75	\$ 3.75	\$ 1.25
Anoka	\$ 3.25	\$ 3.25	\$ 1.25
Coon Rapids - Riverdale	\$ 3.25	\$ 3.25	\$ 1.25
Fridley	\$ 3.25	\$ 2.75	\$ 1.00
Station-to-Station	\$ 3.25	\$ 2.75	\$ 1.00

DEFINITIONS OF RUSH/NON-RUSH HOURS

Rush hours are in effect from 6:00 a.m. to 9:00 a.m. and from 3:00 p.m. to 6:30 p.m., Monday through Friday, except Metro Transit recognized holidays and reduced service days. Some private providers collect rush-hour fares on reduced service days.

Fares are based on the time the bus is scheduled to arrive at a stop rather than the time it actually arrives at the stop. In other words, customers are not penalized if a bus is running late.

On most buses, fares are collected at the time of boarding. If the bus is “pay leave,” the customer pays the fare in effect at the time they exit the bus.

DEFINITIONS OF REDUCED AND MOBILITY FARES

Youth

- **Age 6–12** is considered a reduced fare and is eligible for a Reduced Fare Go-To Card. Youth are eligible to ride a reduced fare during non-rush hours and Metro Transit recognized holidays. Youth pay the applicable full fare during rush hours.
- **Students K-12** may qualify for reduced fare through their school or certified employer.

Seniors

- **Definition:** Persons age 65 and older are considered seniors.
- **Senior Fares:** Seniors are eligible to ride for a reduced fare during non-rush hours and Metro Transit recognized holidays.
- **Qualifications:** To qualify for the reduced fare, seniors must show proper identification at the time they pay their fare. Proper identification includes one of the following: A Minnesota driver's license with a “T” endorsement, state ID card with a “T” endorsement or railroad retirement card. *If using a reduced fare Go-To Card, the operator's terminal will display that the customer has a Reduced Fare Go-To Card. ID may be requested.*

Medicare Cardholders

- **Definition:** Medicare cardholders are eligible to ride for a reduced fare during non-rush hours and Metro Transit recognized holidays.
- **Qualifications:** To qualify for a reduced fare, Medicare cardholders must show their Medicare card and proper identification. Proper identification includes any one of the following: A Minnesota driver's license or state ID card. *If using a reduced fare Go-To Card, the operator's terminal will display that the customer has a Reduced Fare Go-To Card. ID may be requested.*

Persons with Disabilities

- **Definition:** Customers may be eligible for a mobility fare if they have a permanent or temporary disability that prevents them from using regular-route transit as efficiently as a customer without a disability.
- **Fares:** Persons with disabilities are eligible to ride for a reduced rate regardless of the time of travel if they have proper certification and identification. Applications for the “A” endorsement can be obtained

from Metro Mobility (ADA service). Applications for the "L" endorsement may be obtained through Metro Transit Customer Relations.

- **Qualifications:** Customers must show proper identification to purchase a Mobility Go-To Card. Proper identification must be shown to the bus driver or to a Transit Police officer on a train.

Proper identification includes any one of the following: Metro Mobility card or Metro Mobility transfer, Minnesota operator's license/state ID card with an "L" or "A" endorsement or a Metro Transit temporary Limited Mobility ID card accompanied by a photo ID. The card reader will display that the customer has a mobility Go-To Card.

"M" endorsements represent medical alerts for emergency personnel, not necessarily a disability, and are not accepted for a mobility fare.

One Personal Care Attendant may ride for free with a person who has a disability when they pay their fare and present appropriate identification.

Downtown Zone

All fare media can be used to ride within the Downtown Zone.

The fare for the Downtown Zone covers only a single ride. No transfers will be embedded or issued for the downtown zone fare. No refunds for overpayment will be given.

Bus customers using stored value must tell the driver that they will be traveling only within the Downtown Zone before touching their Go-To Card to the reader or inserting a SuperSaver Stored Value Card in the farebox.

Train customers must purchase a Downtown Zone ticket from the ticket machine. If using a Go-To Card, customers must select Downtown Zone on the rail card reader before they touch their card to the Go-To circle.

Free Rides at All Times

- **Age 5 and under** ride free when accompanied by a paid fare. (Up to three children per fare.)
- Metro Transit and Metropolitan Council employees ride for free by touching a valid employee ID to a Go-To Card reader.
- Disabled veterans ride free by showing a Veterans Identification Card issued by a VA Medical Center with the words "Service Connected" or "SC" below the photo.
- These types of civil servants ride for free:
 - uniformed police officers
 - uniformed sheriff's deputies
 - uniformed firefighters
 - uniformed parking enforcement agents/officers
 - uniformed traffic control agents/officers
 - uniformed reserve police officers

FARE COLLECTION EQUIPMENT

- **Farebox** Used to collect cash, coin, token and coupon fares on buses.
- **Ticket Reading and Issuing Machine (TRiM Unit)** Used to collect fares from magnetic card media (SuperSavers) and issue transfers on buses.
- **Bus and Rail Ticket Machines** Used to purchase rail/bus tickets using cash, coin, credit card, coupon or token. At rail ticket machines, stored value and passes can be added to Go-To Cards using cash or credit cards. Each rail station platform has at least one machine.
- **Rail Card Reader** Used to collect Go-To Card, Visitor Pass, College Pass, Student Pass, U-Pass and Metropass fares and record rides from a valid Go-To Card. Card readers are positioned next to ticket machines or at platform entrances.
- **Bus Card Reader** Used to collect Go-To Card, Visitor Pass, College Pass, Student Pass, U-Pass and Metropass fares and record rides from a valid Go-To Card on buses.

FARE TOOLS

GO-TO CARDS AND PASSES

Unless otherwise noted, the following fare products are intended for use by one person when boarding and can't be used to pay for multiple fares.

To learn more about Go-To Cards, including the available fare products, please visit metrotransit.org. The main types of Go-To Cards are listed below. To use any of the cards listed below, customers are required to touch the card with valid fare to the Go-To reader on a bus or on the rail station platform prior to boarding. Failure to do so may result in a ticket from Transit Police or card deactivation.

- **Go-To Cards** can hold up to \$400 in stored value and/or two passes. Transfers are embedded upon use. No magnetic transfers are given. Stored value may be used for groups up to eight members. The group must travel together to use transfer privileges; learn more at metrotransit.org/go-to-card-users-guide.aspx.

Passes can only be used by one person when boarding and must remain in the customer's possession.
- **Metropass*** Valid for unlimited rides on buses and rail up to the \$3.25 fare.
- **U-Pass*** is available only to eligible students at the University of Minnesota. It is valid for an entire semester of unlimited rides on buses and rail up to the \$3.25 fare. A U-Pass can be renewed online through the U of M website.
- **College Pass*** is available to students at participating colleges, universities and trade schools. It is valid for an entire semester of unlimited rides on buses and rail up to the \$3.25 fare.
- **Student Pass*** is available to students at participating high schools. It is valid for an entire semester of unlimited rides on buses and rail up to the \$3.25 fare.

* Stored value is required for all fares above \$3.00.

- **Transit Assistance Program (TAP)** makes public transit more affordable (\$1 for any ride on bus or light rail) for residents who meet the income requirements.
- **Ramp & Ride Card** This card is available to registered carpoolers and those with monthly parking contracts at the 4th, 5th or 7th Street garages in downtown Minneapolis. It is valid for weekday transit rides within the Minneapolis Downtown Zone on routes serving the ramps. The cardholder must request a Downtown Zone prior to boarding.
- **Metropolitan Council/Metro Transit employee ID cards** are valid for unlimited bus and train rides for the employee pictured on the ID card.

GO-TO LITE CARDS

To learn more about Go-To lite Cards, please visit metrotransit.org/10-rides. These cards work the same as a Go-To Card on buses and trains. Because Go-To lite Cards are not designed to be refilled, there are several limitations including:

- Cards are non-refundable and remaining value cannot be transferred to a different card.
- Go-To lite Cards cannot be replaced or exchanged unless card is deemed defective by Metro Transit staff.
- Stored value cannot be added to a Go-To lite Card.

There are two fare products available on Go-To lite Cards: 10 Rides for Students (K-12) and Visitor's Pass. Touch the card to a reader on any bus or at a light-rail station and it automatically deducts one ride. Transfers are automatically embedded into the card so a new ride is not deducted until the transfer expires. When the customer has used the 10 rides the card is discarded.

METRO TRANSIT APP

Downloading the free app allows customers to buy transit tickets. With the app, there is no need for paper tickets or to carry cash. One can store tickets on your phone for future use and be able to pay a single fare or multiple fares for a group of riders.

SUPERSAVERS (MAGNETIC/PAPER) AND OTHER FARE TOOLS

- **SuperSaver 31-Day Pass** These cards are valid for the fare printed on them for 31 days from first use. Upgrade charges must be paid in cash. A transfer is embedded. A magnetic 31-Day Pass and a Stored Value Card cannot be used together to complete a fare. This pass is no longer sold but is accepted on buses and trains.
- **SuperSaver Stored Value Card** When inserted into a TRiM unit, the proper fare will be deducted. Two or more low-value cards can be used to pay the fare by placing the lowest valued card in first, followed by the second lowest valued card until the fare is satisfied. A transfer is embedded on the card that completes the payment. It is not valid on Northstar. This card can be used for group travel on buses. This card is no longer sold but is accepted on buses and trains.

- **24-Hour Pass** Valid for 24 hours from first use on a bus or from time of purchase at a rail ticket machine. It must be activated on a bus. Not valid on Northstar.
- **All-Day Pass** Valid on local buses and light rail till 2 a.m. from time of purchase at rail ticket machines or app.
- **Transfer** Valid within the time period printed on the back of the transfer.
- **Tokens** One token is valid for the \$2.50 fare. Two tokens may be used to satisfy rush-hour express fares. No refunds for overpayment will be made. They are sold primarily to social service agencies and schools.
- **Free-Ride Coupon** Is valid for any ride on a bus or light rail. On a bus: the customer inserts the coupon in the farebox bill feeder. If another ride is needed, the customer should request an express rush-hour transfer from the driver. On light rail and on A Line: the customer should select the "Purchase Ticket" button on the ticket machine. When payment is requested, the customer should insert the coupon in the machine's bill feeder.
- **Downloadable Pass** Customers can print downloadable passes through websites of Metro Transit partner organizations. These passes are shown to the bus operator or transit police officer then retained by the customer for a return ride. One pass is valid for an entire group.
- **One Ride Coupon** Is valid for any ride on a bus or light rail and is sold primarily to medical providers. On a bus: the customer inserts the coupon in the farebox bill feeder. If a transfer is needed, the customer should request an express rush-hour transfer from the driver. On light rail and on A Line: the customer should select the "Purchase Ticket" button on the ticket machine. When payment is requested, the customer should insert the coupon in the machine's bill feeder.
- **Special Event Ticket** Valid for unlimited travel on local buses and light rail during the time period printed on the ticket. This ticket is sold at rail station ticket booths two hours prior to major downtown events. Northstar special event tickets are sold online.
- **Northstar Family Pass** This ticket is valid for round-trip rides on Northstar Line trains for two adults and up to three kids ages 6–17 (kids five and under ride free) or seniors 65+ . Pass prices vary from \$13 to \$25 depending on station. Passes can be purchased online, via the app or a ticket machine at any suburban Northstar station after 9 a.m. on weekdays and anytime on weekends. They are valid until midnight on day of purchase. Platform access at Fridley Station is available only during hours of train service.
- **Transit Link Transfer** Valid for transfers from Transit Link dial-a-ride service to buses and light rail. The Transit Link driver will mark the date and time on the transfer; it must be used within one hour of issue. The Transit Link driver also will circle the fare paid by the customer. If a customer transfers to an express bus with a higher fare than was paid, the customer must pay the difference in cash. Transit Link accepts Go-To Cards. Transfers are embedded on the Go-To Card. Customers must have stored value on their card in order to transfer from Metro Transit to Transit Link. Physical transfers are only issued to cash-paying customers. A regular transfer is issued upon request from customers transferring from regular-route bus or light-rail service to Transit Link.

TRANSFERS

- Transfers may be used on an unlimited number of trips on buses and light rail in any direction based on the type of transfer until expiration. Transfers become valid at the time they are issued and are to be requested at time of fare payment.
- Transfers must be valid when boarding a bus or light rail.
- Transfers expire 2.5 hours after issue, unless noted on the card.
- Transfers are automatically embedded on all Go-To Cards, passes and Go-To lite Cards.
- Transfers are not transferable to another person.
- Transfers are issued to fare-paying customers at the current fare level.
- Transfers are not issued with a Downtown Zone fare.
- When transferring from a local bus or train to an express bus, customers may pay an express charge.
- Customers using Go-To Cards to pay their fare and the fares of additional passengers (up to a total of eight people) will not be issued individual transfers because transfers are encoded on the Go-To Card. Groups must travel together to use the embedded transfers.
- If the Go-To Card reader or TRiM unit malfunctions, no transfers will be issued and the customer will pay the fare when transferring to another bus. All other customers must pay the appropriate fare.
- If the TRiM unit malfunctions, customers paying cash fares will be issued an emergency transfer for use in the next bus if requested. The emergency transfer is placed in the bill feeder on the next bus and a replacement transfer is issued.

PARATRANSIT (METRO MOBILITY) AND TRANSIT LINK TRANSFERS

Metro Mobility and Transit Link transfers are accepted in the farebox bill feeder. Customers using Transit Link or Metro Mobility transfers do not receive a regular transfer in return.

The Transit Link driver will mark the date and time on the transfer; it must be used within one hour of issue. The Transit Link driver also will circle the fare paid by the customer. If a customer transfers to an express bus with a higher fare than was paid, the customer must pay the difference in cash.

Go-To Card customers must have stored value to transfer between Metro Mobility and Metro Transit. Cash paying customers are to be issued a transfer upon request at time of fare payment.

OTHER RESOURCES

For most current information about fares and passes including Go-To Cards, please visit:

- metrotransit.org/go-to-card-users-guide
- metrotransit.org/go-to-terms-and-conditions
- metrotransit.org/refund-policy
- metrotransit.org/fares
- metrotransit.org/fares-passes
- metrotransit.org/passess-go-to-cards

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& Customer Relations:

612-373-3333
metrotransit.org

