

# FAQ New Fares, Operating Hours and Policies

Changes Effective January 6, 2020

For more information or questions call (805) 375-5473 or (805) 375-5467



**Q: What is changing?**

A: Fares charged on the bus service and Dial-a-Ride services, hours of operation, and certain policies impacting use of Dial-a-Ride and reservations procedures.

**Q: Why are fares increasing?**

A: Bus and Dial-a-Ride fares were last raised in 2012. Since that time, the costs to provide services have increased by 50%. These services use funds from the State of California that require we collect minimum fare amounts relative to expenses. We are not currently meeting these requirements and risk losing funding if we don't improve collections.

**Q: Why did fares for Seniors and Disabled riders go down?**

A: About half of the riders eligible for a senior and disabled fare paid \$0.75 a ride while the other half paid nothing due to qualifying for special fares. We decided it would be best to lower the fare for seniors and disabled passengers but charge everyone.

**Q: So, if fares are going up, what about passes and trip tickets I have already purchased? Will I have to exchange them?**

A: No, your bus passes will still be good without needing to pay any additional fare for any pass purchased before January 5, 2020. Passes purchased after this date will be at the new rates. Dial-a-Ride trip tickets purchased at the old price will still be honored, but riders will have to pay the fare difference in cash. New Dial-a-Ride trip tickets for the fare increase will be available for purchase about two weeks before the fare increase takes place.

**Q: What is happening to service hours? I really need the bus or Dial-a-Ride vehicle early in the morning or later in the evening.**

A: We monitor all of our ridership over the course of a year. We average less than 2 riders per bus per hour between 5:00 – 6:00 a.m. and less than 3 riders between 7:00 p.m. – 8:00 p.m. Dial-a-Ride numbers are even lower. Unfortunately, we can't offer the service at these hours and meet the required farebox collections.

**Q: So, what are the new hours?**

A: Bus service will operate from 6:00 a.m. – 7:00 p.m. Monday – Friday and from 8:00 a.m. – 7:00 p.m. on Saturdays. Dial-a-Ride service will operate at the same time and also Sunday from 8:00 a.m. – 7:00 p.m. Due to the change in service hours, the hours the Transportation Center are open to the public will be reduced as well.

**Q: I read you no longer need a Dial-a-Ride ID card to use the service. Is this true?**

A: That is correct. The eligibility rules have not changed but you can now register for the service when you book your first ride. You will just need to show photo ID and proof of eligibility to your driver.

**Q: Is it true you are discontinuing On-Demand reservations for the Dial-a-Ride service?**

A: Yes. Less than 3% of our ride requests are for On-Demand. Due to demand for service by riders with advanced reservations, wait times for On-Demand rides are typically 90 minutes or more. We will now offer First Available reservations instead for trips that do not need to be done at a specific time. When you call for a ride without an advanced reservation, our staff will offer you the First Available pick up time based on current demand. If you accept the time offered, we will treat the ride as if you made an advanced reservation and be there within 30 minutes of the agreed to time. There is no convenience fee charged for this service.

First Available service is not available on the weekends. Beginning January 6, 2020, all rides on the weekend must be reserved the day before by 7:30 p.m.

**Q: I heard bus routes are changing and some stops will be closed. Is this true?**

A: We are making plans to shift many of the bus routes to make them more efficient and shorter. This will make it easier to make connections with other buses. Some stops will close, and new stops added. However, these changes will not take place until Summer 2020.

**Q: When will new information brochures be available?**

A: Brochures will be distributed about a week before the changes take effect. They will be available at locations throughout the City including on board the buses and Dial-a-Ride vans, the Transportation Center, City Hall, libraries, and the Goebel Adult Center.

**Q: Can I get additional information on-line?**

A: Please visit the transit website, [www.totransit.org](http://www.totransit.org), for up-to-date information about the changes and on-line copies of the revised timetables and brochures. Stay connected with us through our Facebook and Twitter @TOTransit accounts.