

## Fares Policy and Pricing

This document serves as a comprehensive overview of all fare policies and pricing for the San Francisco Municipal Railway service (Muni).

### **BASIC FARE TABLE**

<b>FARE DESCRIPTION</b>	<b>PAYMENT METHOD</b>	<b>FY20</b>	<b>FY21</b>	<b>FY22</b>
Full Fare Single Ride (Pre-Paid)	Clipper/MuniMobile	\$2.50	\$2.50	\$2.50
Full Fare Single Ride (Paid at Boarding)	Farebox/Limited Use Ticket	\$3.00	\$3.00	\$3.00
Reduced Fare Single Ride (Pre-Paid)	Clipper/MuniMobile	\$1.25	\$1.25	\$1.25
Reduced Fare Single Ride (Paid at Boarding)	Farebox/Limited Use Ticket	\$1.50	\$1.50	\$1.50
Low-Income Single Ride Fare	Clipper	\$1.25	\$1.25	\$1.25
One-Day Pass (No Cable Car)	MuniMobile/Farebox	\$5.00	\$5.00	\$5.00
Adult “M” Monthly Pass	Clipper	\$81	\$81	\$81
Adult “A” Monthly Pass (+ BART within SF)	Clipper	\$98	\$98	\$98
Reduced Fare Monthly Pass	Clipper	\$40	\$40	\$40
Lifeline Monthly Pass	Limited Locations	\$40	\$40	\$40
Cable Car Single Ride	Clipper/On-Board/ MuniMobile/Sales Kiosks/ Third-Party	\$8.00	\$8.00	\$8.00
Off-Peak Cable Car Fare (Seniors/People with Disabilities) from 9:00 p.m. to 7:00 a.m.	On-Board/ MuniMobile	\$4.00	\$4.00	\$4.00
One Day Passport (Pre-Paid)	MuniMobile	\$13	\$13	\$13
Three Day Passport (Pre-Paid)	MuniMobile	\$31	\$31	\$31
Seven Day Passport (Pre-Paid)	MuniMobile	\$41	\$41	\$41
One Day Passport	Sales Kiosk/Third-Party/Clipper	\$24	\$24	\$24
Three Day Passport	Sales Kiosk/Third-Party/Clipper	\$36	\$36	\$36
Seven Day Passport	Sales Kiosk/Third-Party/Clipper	\$47	\$47	\$47
Paratransit Van Services	Cash/Pre-Paid Ticket/MuniMobile	\$2.50	\$2.50	\$2.50
Paratransit Taxi Services	Paratransit Debit Card	\$6 (\$30 Value)	\$6 (\$30 Value)	\$6 (\$30 Value)

## **FARE PAYMENT OPTIONS**

The following options are available to pay fares and purchase products. Pricing and product availability vary by system.

1. CLIPPER® – Regional electronic fare program. Three-dollar initial card fee (free for Reduced Fare categories). Value may be added at Clipper retail locations, online or from ticket vending machines in Muni Metro stations. Five-dollar fee for replacement cards.
2. MOBILE TICKETING (MuniMobile) – Online application available on mobile phones to pre-pay fares. Application may be downloaded at [www.munimobile.com](http://www.munimobile.com).
3. FAREBOX – Fares paid at time of boarding at front of Muni bus, trolley or rail car (outside of the Metro station). A receipt is provided upon payment. Exact change is required.
4. CLIPPER LIMITED USE TICKET – In Muni Metro stations, a Limited Use ticket must be purchased from a Clipper ticket vending machine. The ticket is placed on the Clipper card reader at the faregate to access the paid area.

## **FARE CATEGORIES**

1. FULL FARE – Adults aged 19 to 64 years of age. Fares shall be rounded to the nearest \$0.25 for single ride fares and \$1.00 for all other fares and passes.
2. REDUCED FARE – Reduced fare shall be one-half of the Full Fare, rounded to the nearest \$0.05 or \$0.10 increment for single ride fares and \$1.00 for all other fares and passes such that the fare does not exceed fifty percent of the Full Fare. A customer may qualify for the Reduced Fare by meeting or possessing one of the requirements below. Proof of age or appropriate identification is required when requested by an operator or fare inspector. For use on Clipper, special application requirements apply ([www.clippercard.com](http://www.clippercard.com)).
  - a. Senior – 65 years of age or older.
  - b. People with Disabilities – Customers with qualifying disabilities. Regional Transit Connection (RTC) card required for use on Clipper. For farebox or limited use ticket payment, RTC or Medicare card, state DMV issued Disability parking placard or discount transit card issued by another transit agency is accepted for eligibility. Disability attendants are eligible for same reduced fare when accompanying a qualified RTC card holder.
3. LIFELINE (LOW-INCOME) – Customers at or below 200% of poverty. Application and certification requirements apply ([www.sfmta.com/lifeline](http://www.sfmta.com/lifeline)). Fare shall be one half of the Full Fare, rounded to the nearest \$0.05 or \$0.10 increment for single ride fares and \$1.00 for all other fares and passes such that the fare does not exceed fifty percent of the Full Fare.

4. PARATRANSIT – Customers who are unable, due to their disability, to independently use accessible fixed route services some or all of the time. Services include shared ride, group van, and taxi services. Application and certification requirements apply ([www.sfparatransit.com](http://www.sfparatransit.com)).
5. FREE FARE – The individuals and members of groups listed below are eligible to ride Muni for free:
  - a. Children 18 years of age and under when accompanied by an adult.
  - b. Seniors and People with Disabilities at or below 100% Bay Area Median Income. Available for San Francisco residents only. Application and certification requirements apply ([www.sfmta.com/freemuni](http://www.sfmta.com/freemuni)).
  - c. People experiencing homelessness with approval from the San Francisco Department of Homelessness and Supportive Housing
  - d. San Francisco Police and Sheriff Deputies presenting a regulation seven-pointed star and in full uniform.
  - e. Active employees of the SFMTA.
  - f. Dependents of active full-time SFMTA TWU Local 250A employees.
  - g. SFMTA TWU Local 250A retirees.

## **FARES AND PRODUCTS**

1. SINGLE RIDE – Single ride fares are valid for unlimited travel for 120 minutes from time of payment or activation on Clipper or mobile ticketing and until 5 a.m. the following day if purchased after 8:30 p.m. Travel must be completed by expiration of time period
2. DAY PASS – Valid for unlimited travel (except for Cable Car) until 11:59 p.m. the day of activation.
3. “M” MONTHLY PASS (Muni-Only) – Valid for unlimited travel on all Muni service from the first day of the month through the third day of the following month.
4. “A” MONTHLY PASS (Muni + BART within San Francisco) – Valid for unlimited travel on all Muni service and BART service within San Francisco. For Muni service pass is effective from the first day of the month through the third day of the following month. For BART service, pass expires on the last day of the purchased month.
5. CABLE CAR SINGLE RIDE – Valid for one single ride on a cable car with no transfers or re-boarding.

6. ONE-, THREE- AND SEVEN-DAY PASSPORTS – Valid for unlimited travel on all Muni service (including Cable Car) until 11:59 p.m. on the last day of eligible use.
7. PARATRANSIT VAN SERVICE – Shared service for door to door and group travel.
8. PARATRANSIT TAXI SERVICE – Service offered in partnership with San Francisco taxi companies.

### **FARE PRODUCTS (LIMITED AVAILABILITY)**

Available for non-profit, social service and government agencies for client-based distribution. Full fare tokens and monthly passes are provided at a fifty-percent discount.

1. TOKENS (BAGS OF 10) – Each equivalent to one full fare pre-paid single ride fare.
2. LIMITED USE MONTHLY PASSES – Monthly pass available on Clipper limited use ticket. Valid from the first day of the month until the last (no grace period).

### **INTER-AGENCY DISCOUNTS**

1. INTER-AGENCY TRANSFERS - A fifty-cent discount is provided to Full Fare customers transferring from any connecting agency to Muni within specified time limits when using Clipper.
2. DALY CITY BART TRANSFER – A free round-trip transfer is provided to all customers transferring from the Daly City BART station to Muni lines serving that station when using Clipper.

### **SPECIAL FARES**

1. NEW YEAR'S EVE – Free service provided from 8 p.m. December 31<sup>st</sup> through 5 a.m. January 1<sup>st</sup> of each year.
2. YOUTH GROUP SUMMER DAY PASS – Free passes available from Memorial Day to Labor Day, subject to availability, for non-profit and government agencies serving low-income youth. Passes allow for travel of 20 youth and two adults for one day.
3. SPECIAL PROMOTIONAL FARES - The Director of Transportation is authorized to approve the establishment of short-term promotional fares.

### **ANIMALS ON MUNI**

1. SERVICE ANIMALS – Trained service animals, as defined by the Americans with Disabilities Act (ADA), may ride free of charge on all Muni vehicles. Service dogs may travel without a muzzle but must be under the control of their owners. Service animals must ride on their owner's lap, under their owner's seat, or as far out of the aisle as possible. Animals may not occupy a seat.

When riding the Cable Car, service animals are encouraged to ride in the interior section of the cable car, either on their owner's lap or as far out of the aisle as possible. If riding on the exterior sections of the cable car, service animals must be on their owner's lap.

2. PETS – Pets are not allowed on Muni during peak hours Monday through Friday, 5 a.m. to 9:00 a.m. and 3:00 p.m. to 7:00 p.m. During off-peak hours only one pet per vehicle is allowed. Pet owners or guardians must pay a fare equal to their own for their pet to ride. Dogs must be leashed and muzzled and can only ride on the lap of the rider or under their seat; all other pets must be carried in a small closed container on the lap of the rider or under their seat.

### **PROOF OF PAYMENT**

Evidence of fare payment (Proof of Payment) is required for all Muni service through the duration of the trip or while within the paid area of Muni stations. Failure to produce proof of payment when asked by a Fare Inspector will result in a fine (see San Francisco Transportation Code Division II, Section 302 for the list of current fines). Customers with proof of payment may board a Muni vehicle by any door. All other customers must enter at the front of the vehicle and pay the fare at the farebox. The farebox receipt serves as proof of payment.

Clipper customers must tag their card and MuniMobile customer must activate their product immediately upon entering the vehicle.

### **INSTITUTIONAL PASS PROGRAM**

The SFMTA may enter into agreements with schools, government agencies, residential buildings, athletic facilities and other organizations to establish revenue neutral institutional pass programs. Groups must have a minimum of 500 participants (all members are required to participate and cannot “opt-out”). Fares will be set based on estimated fare revenue based on transit use across the entire group and divided by the total population. The formula for establishing the revenue neutral fare will be based on demographic and organization specific data, and actual Clipper usage (where available) as part of the individual agreements with participating organizations.

### **THIRD PARTY SALES COMMISSION**

Third-party sellers, under agreement with the SFMTA, shall be entitled to a \$0.75 commission per item and \$1.50 for transit maps.

## **BULK DISCOUNT**

The following bulk rate discounts shall be applied to purchases of available fare media:

1. 10% - 100 to 499 items
2. 15% - 500 to 999 items
3. 20% - 1,000 and above

## **REFUNDS/REPLACEMENTS**

Fare refunds are only available for Cable Car tickets and One-, Three- and Seven-Day Passports due to a verifiable cable car service disruption. Refunds are not available for non-cable car service outages, farebox payments (including overpayment), or incorrect ticket purchases.

## **ADOPTION OF FARES**

On April 21, 2009, the SFMTA Board of Directors approved Resolution No. 09-065 setting forward an automated indexing plan for setting fees, fares and fines. As part of the budget review, the Board may revise the rates for Muni fares based on policies to incentivize transit use, pre-payment of fares and to promote equity. A Title VI Equity Analysis will be submitted in conjunction with any fare change as required by Federal Transit Administration guidelines.

The following policies apply to setting certain fares and products:

<b>Fare/Product</b>	<b>Pricing Formula</b>
Full Fare (Pre-Paid)	\$0.25 discount (\$0.50 effective FY20)
Reduced Fare (Pre-Paid)	\$0.10 discount (\$0.25 effective FY20)
Reduced/Low-Income Fares & Products	Fifty percent of Full Fare single ride/monthly pass
“A” Pass Premium	“M” monthly pass fare + 20%
One Day Passport (Pre-Paid)	One Cable Car + two Full Fare
Three Day Passport (Pre-Paid)	Two Cable Car + six Full Fare
Seven Day Passport (Pre-Paid)	Two Cable Car + ten Full Fare
Day Pass	Two Full Fare
Paratransit Van Service	Equal to Full Fare

## **EFFECTIVE DATE**

As standard practice, fare changes to non-pre-paid Passports and Cable Car tickets will go into effect January of each year of the budget cycle. Unless otherwise noted, all other fare changes shall go into effect September of the first year of the budget cycle and July of the second year. Fare changes adopted in Fiscal Year 2021 will go into effect November 1, 2020.

