

***Consolidated Muni Fare Pricing and Policies***

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

**BASIC FARE TABLE**

<b>FARE DESCRIPTION</b>	<b>PAYMENT METHOD</b>	<b>FY22</b>	<b>FY 2023</b>	<b>FY 2024</b>
Full Fare Single Ride	Clipper/MuniMobile	\$2.50	\$2.50	\$2.50
Full Fare Single Ride	Farebox/Limited Use Ticket	\$3.00	\$3.00	\$3.00
Senior/People with Disabilities Single Ride	Clipper/MuniMobile	\$1.25	\$1.25	\$1.25
Senior/People with Disabilities Single Ride	Farebox/Limited Use Ticket	\$1.50	\$1.50	\$1.50
Lifeline Single Ride Fare	Clipper	\$1.25	\$1.25	\$1.25
Youth/Individuals experiencing homelessness Fare (Single Ride/Monthly Pass)	All	N/A	N/A	N/A
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
Senior/People with Disabilities Monthly Pass	Clipper	\$40	\$40	\$40
Lifeline Monthly Pass	Limited Locations	\$40	\$40	\$40
Cable Car Single Ride	All	\$8.00	\$8.00	\$8.00
Cable Car Discount Single Ride	MuniMobile	N/A	N/A	N/A
Off-Peak Cable Car Fare (Seniors/People with Disabilities) from 9:00 p.m. to 7:00 a.m.	On-Board	\$4.00	\$4.00	\$4.00
One Day Passport	MuniMobile	\$13	\$13	\$13
Three Day Passport	MuniMobile	\$31	\$31	\$31
Seven Day Passport	MuniMobile	\$41	\$41	\$41
One Day Passport	Clipper/Sales Kiosk/Third-Party	\$24	\$24	\$24
Three Day Passport	Clipper/Sales Kiosk/Third-Party	\$36	\$36	\$36
Seven Day Passport	Clipper/Sales Kiosk/Third-Party	\$47	\$47	\$47

FARE DESCRIPTION	PAYMENT METHOD	FY22	FY 2023	FY 2024
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 varies 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. 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. 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.
2. REDUCED 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)).
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/Youth under 19 years old.
  - 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. Individuals experiencing homelessness as certified by the Department of Homelessness and Supportive Services.
  - 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 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 (with the exception of Cable Car) until 11:59 p.m. the day of activation.
3. “M” MONTHLY PASS (Muni-Only) – Calendar month pass valid for unlimited travel on all Muni service until 11:59 p.m. on the third day of the following month.
4. “A” MONTHLY PASS (Muni + BART within San Francisco) – Calendar month pass valid for unlimited travel on all Muni service until 11:59 p.m. on the third day of the following month and BART service within San Francisco until the last day of the pass 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.
9. 10 TRIP PASS – Advanced purchase pass valid for 10 trips on regular Muni service. Authorized for a six-month pilot on MuniMobile after which a Title VI Fare Equity Analysis required for board approval.

- 10. MONTHLY SINGLE RIDE FARE CAPPING** – Customers purchasing single ride trips will receive the benefit of unlimited trips on Muni after using the equivalent number of rides to a standard monthly pass. Authorized for a six-month pilot on MuniMobile after which a Title VI Fare Equity Analysis required for board approval.

### **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.

- **TOKENS (BAGS OF 10)** – Each equivalent to one full fare pre-paid single ride fare.
- **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.
- 3. SAMTRANS ROUTE 122 Pass** – Pass holders eligible for free access to board and alight SamTrans Route 122 within the City and County of San Francisco.
- 4. REGIONAL INSTITUTIONAL PASS PROGRAM** – Multi-agency pass program authorizing unlimited travel on all transit agencies participating in the Clipper program and under agreement with the Metropolitan Transportation Commission. Program subject to cost sharing agreement between all transit agencies and Title VI equity analysis.

### **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.

**SPECIAL PROMOTIONAL FARES** - The Director of Transportation is authorized to approve the establishment of short-term promotional fares up to six months to support community requests or respond to public health or safety emergencies.

### **ANIMALS ON MUNI**

1. **SERVICE ANIMALS** –Trained service animals, as defined by the Americans with Disabilities Act (ADA), are allowed to 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 fare media item sold 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

Bulk rate purchases are non-refundable.

### **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:

Fare/Product	Pricing Formula
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

### **EFFECTIVE DATE**

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.