

POLICY

FARES, FARE COLLECTION AND DISCOUNT FARES



Approved By Board of Public Works and Safety on:

June 13, 2014

Amended By Board of Public Works and Safety on:

Alternate formats available upon request to: Transit Manager, 166 Lincolnway,
Valparaiso, IN 46383. 219.462.1161

Fares

1. After boarding a bus every passenger must promptly deposit their fare in the farebox or present driver a valid ticket. Drivers may not handle fares or provide change unless a passenger needs assistance placing a fare in the fare box.
2. If a reduced fare ticket is introduced by the City and a passenger states that he or she should pay a reduced fare the driver must verify eligibility for the reduced fare. The driver must request that the rider display the appropriate government ID and/or special reduced fare card issued by Valparaiso at the time the fare is paid.

Fare Collection

1. All fareboxes are to be emptied by authorized City or City approved transit operator employees only. Fareboxes are to be emptied no fewer than once per business week. All fareboxes are to be emptied before planned bus maintenance or storage for a period greater than twenty-four (24) hours. Fares must be deposited into a City bank account the same day it was removed from a revenue vehicle.

Refunds

All tickets are non-refundable. If a passenger wishes to protest a ticket purchase on the basis of an error by the City, transit provider, or otherwise they may do so by following the City's Transit Appeals procedure. Any appeal must be submitted to the City within forty-eight (48) hours of ticket purchase. A copy of the receipt of purchase is required for any appeal.