

POLICY

FARES, FARE COLLECTION AND DISCOUNT FARES



Approved By Board of Public Works and Safety on:

May 26, 2011

Amended By Board of Public Works and Safety on:

Fares

1. After boarding a bus every passenger must promptly deposit the correct fare. Drivers may not handle fares or provide change unless a passenger needs assistance placing a fare in the fare box.

2. If 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. The acceptable forms of ID depend on the type of fare reduction:

A. Seniors (age 65 and over) – Seniors can display a government photo ID that shows their birth date, such as a Driver's License, valid student ID, Indiana State ID, or state issued Passport.

B. People with disabilities – People with disabilities must display their City of Valparaiso-issued Half Fare Card.

A driver may request a secondary form of photo ID.

C. "A passenger who does not demonstrate an appropriate discount fare ID may pay the full fare and continue the bus ride. A passenger that refuses to display the appropriate discount fare ID and refuses to pay full fare will be asked to leave the vehicle and will be denied a ride."

D. Students – Students who have a valid school-issued I.D.

Discount Fare Applications and Cards

1. Applications for disability reduced fare cards are available at City Hall, on the buses, and on the City's website.

Applications can be mailed to you by request to:

City of Valparaiso Transportation
Department 166 Lincolnway
Valparaiso, IN 46383
219.462.1161

2. Completed applications can be delivered to the City's Transportation Department by several methods:

A. Send by US mail to:

City of Valparaiso
Attention: Transportation Department

166 Lincolnway
Valparaiso, IN 46383

- B. Drop off at the front desk in City Hall, 166 Lincolnway, business days between 8:30AM to 4:30PM.
 - C. Fax to: 219.464.4273
 - D. Send by email to the Transit Manger
3. Transportation officials will date stamp the application on the business day it is received.
4. A completed application will be processed within fourteen (14) business days from the date it was received. The City will notify the applicant of the decision by US mail. If the application is approved, the appropriate discount fare ID will be enclosed.
5. If an application does not have some of the required information, this process will be delayed. The City will notify the applicant about the information needed and a copy of this notification and its date will be recorded in the applicant's file. Missing information must be provided within fourteen (14) business days of the applicant being notified about it. The City will document the date when the missing information has been received and within fourteen (14) business days will notify the applicant of the decision by US mail. If the application is approved, the appropriate discount fare ID will be enclosed.
6. Appeals for declines of discount fare applications. If you are denied a half-fare card and wish to appeal the decision, you may do so by a written request to:

City of Valparaiso
Transportation Manager
166 Lincolnway
Valparaiso, IN 46383
219.462.1161

All requests must clearly state the desire to appeal the declined half-fare pass, name, address, and phone number. Notice of your desire to appeal must be received by the City no later than fourteen days following the date you were notified of the declined pass. Once an appeal request is received, the City will contact you within fourteen days of receipt to inform you of the appeal procedure.

POLICIES AND PROCEDURES

Approved by the Valparaiso Board of Works on

Jon Costas
Mayor

Sharon Emerson Swihart
Clerk Treasure

David L. Hollenbeck
City Attorney

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