



FARE TRAINING MANUAL - REVISED APRIL 2019

1.0 INTRODUCTION

For more than a decade, Heritage Community Initiatives has filled critical transportation gaps by operating a fixed-route van service that connects riders with key destinations as well as to the county's Port Authority system. The non-profit serves 40 communities in Allegheny County through transportation, education and life enhancing initiatives.

Heritage Community Transportation (HCT) provides service to 16 of the 40 communities:

- | | |
|--------------------|----------------|
| ➤ Braddock | ➤ Pitcairn |
| ➤ East McKeesport | ➤ Port Vue |
| ➤ East Pittsburgh | ➤ Swissvale |
| ➤ Liberty | ➤ Turtle Creek |
| ➤ McKeesport | ➤ Wall |
| ➤ Monroeville | ➤ White Oak |
| ➤ North Braddock | ➤ Wilkins |
| ➤ North Versailles | ➤ Wilmerding |

HCT receives state and local funding to provide its service and, as such, the agency is required to charge a fare. On October 5, 2015, nominal rider fares went into effect.

This manual provides an overview of HCT's fare structure.

2.0 FARE STRUCTURE

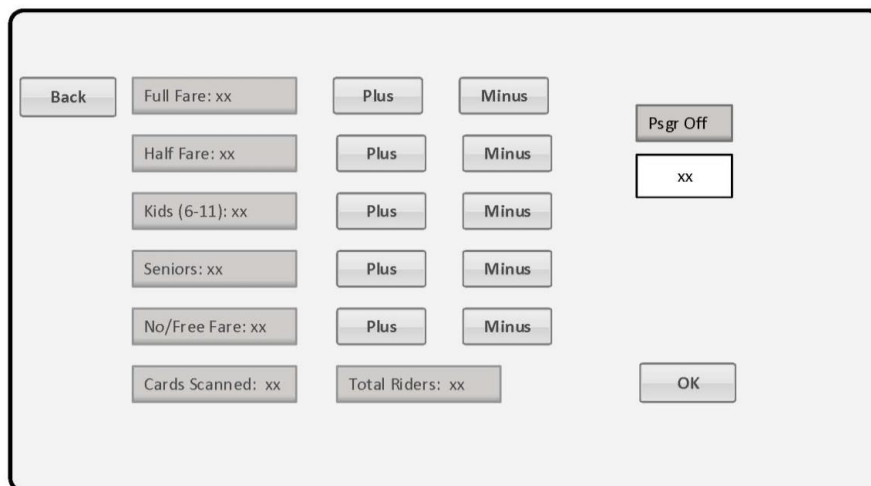
The following table summarizes HCT's fare structure:

Fare Instrument	Price
Single ride cash fare - 12 years and older	25 cents per one-way trip
Single ride cash fare - Half fare card (Persons with Disabilities)	10 cents per one-way trip
Children 6-11 years old	10 cents per one-way trip
Children 5 years old and under	Free
Senior Citizens (65 and older with senior fare card)	Free
Courtesy Rider Card (quarterly card)	\$15.00

3.0 FARE COLLECTION

- **Pay Enter.** HCT has established a PAY ENTER system. All fares are collected when the rider boards the vehicle.
- **Fares.** The fares are for a one-way trip. There are no transfers.
- **Paying for a ride.** Passengers can pay for their ride by dropping the appropriate fare into the farebox, swiping a quarterly or blue Rider Card or by displaying an approved special fare mechanism (see Section 4.0).
- **Exact fare required.** Operators do not carry or make change. Customers must have exact change or pay a greater amount. The driver cannot make change or refund monies.
- **Operators prohibited from touching money.** Passengers are required to place the money into the fare box. Unless a person is disabled and cannot place the money into the farebox without assistance, the operator is not permitted to touch the money.
- **Operator checks amount of monies deposited into farebox.** The operator is responsible for visually checking the amount deposited into the farebox and clear the fare box of monies after each deposit.
- **All passengers MUST be recorded.**
 - Courtesy and blue rider cards automatically record the passengers when they swipe their cards through the In-Touch device. The operator is required to record all other passengers by fare payment type. Fare payment types are: Full Fare, Half Fare, Children (age 6 to 11), Senior and No Fare/Free Fare. The following picture illustrates the In-Touch operator device screen:

Figure 1 – p.r.n. In-Touch Screen



Source: ACCESS

- **Operators are required to report excess fares.** The operator is to complete a form and place it into the farebox before he/she retires the vehicle. An example of a receipt is as follows:

EXCESS FARE RECEIPT	
Date: _____	Time: _____ <input type="checkbox"/> a.m. <input type="checkbox"/> p.m.
Route: <input type="checkbox"/> East Pittsburgh <input type="checkbox"/> McKeesport <input type="checkbox"/> Monroeville	
<input type="checkbox"/> Other _____	
Vehicle Number: _____	
Amount: _____	
Operator: _____	

- **Fare Disputes.** Operators are required to politely state the fare amount once and request the customer to pay the fare. At no time is the operator to jeopardize his/her safety or the safety of the passengers. If the rider does not pay the fare, the operator should record the fare as no fare/free fare and let supervision know if the same customer repeatedly does not pay a fare.
- **Counterfeit or Fraudulent Usage of Fare Instruments.** If an operator encounters what he/she suspects is counterfeit or fraudulent fare instrument, the operator should politely advise the passenger that the fare mechanism is not acceptable and request that the passenger pay the cash fare. At no time is the operator to jeopardize his/her safety or the safety of the passengers. If the rider does not pay the fare, the operator should record the fare as no fare/free fare and let supervision know if the same customer continues to try and use the unacceptable fare instrument.

4.0 FARE INSTRUMENTS AND SPECIAL FARES

HCT offers customers a courtesy or blue rider card. The rider cards entitle customers to unlimited rides through the cards expiration date. The rider cards are available at HCT's office. The blue rider card is purchased by senior customers who register with HCT. The courtesy rider cards are a quantity of cards purchased through an organization who distributes the cards as a courtesy to their consumers.

➤ Blue Rider Card Example:

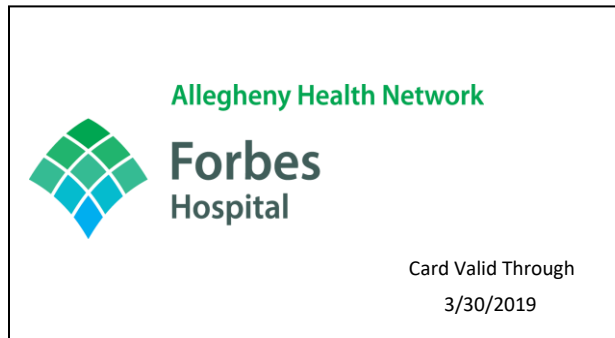
Figure 1 – HCT Annual Blue Rider Card Example



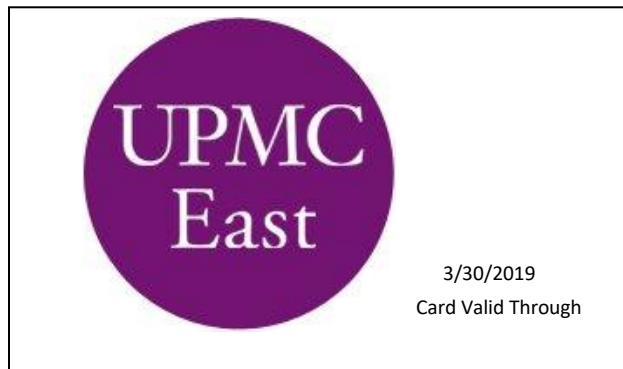
Source: HCT

➤ Courtesy Rider Card Example:

Figure 2 – HCT Quarterly Courtesy Rider Cards Example



Source: HCT



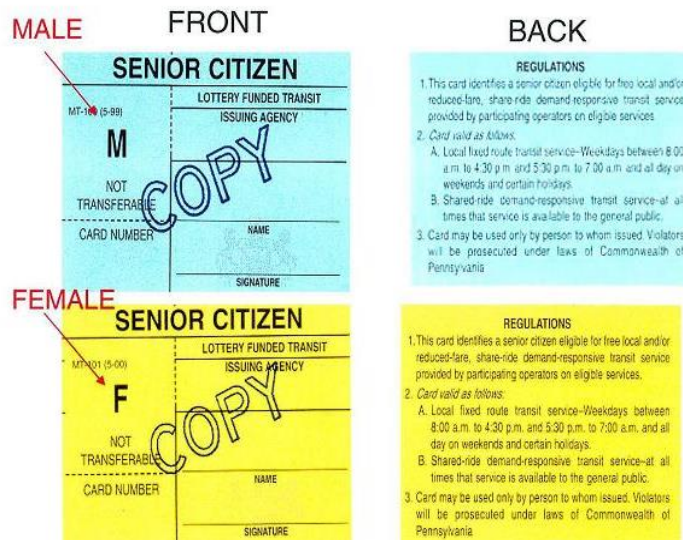
Source: HCT

Special Fares

In an effort to be consistent with Port Authority of Allegheny County (PAAC) and surrounding transit agencies, HCT will accept the following special fares.

- Senior Citizens. A senior citizen is defined as a person aged 65 and older. Senior Citizens that present a Commonwealth of Pennsylvania Senior Citizen Identification Card or a Medicare Card (a Medicaid Card is not acceptable) are permitted to ride free. The operator is permitted to request photo identification if he/she questions the authenticity of the card. Seniors should be encouraged to contact HCT and obtain a blue annual rider card.
 - Commonwealth of Pennsylvania Identification Cards are blue for men and yellow for women. Examples as follows:

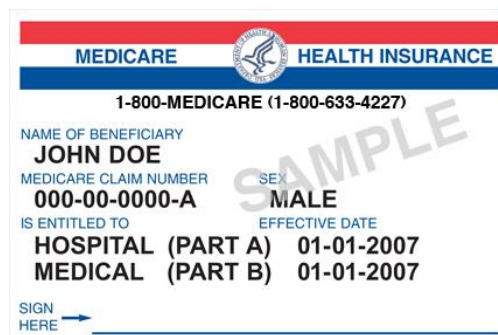
Figure 3 – State Issued Senior Citizen Cards



Source: Port Authority of Allegheny County Fare Manual

- Medicare Card Example:

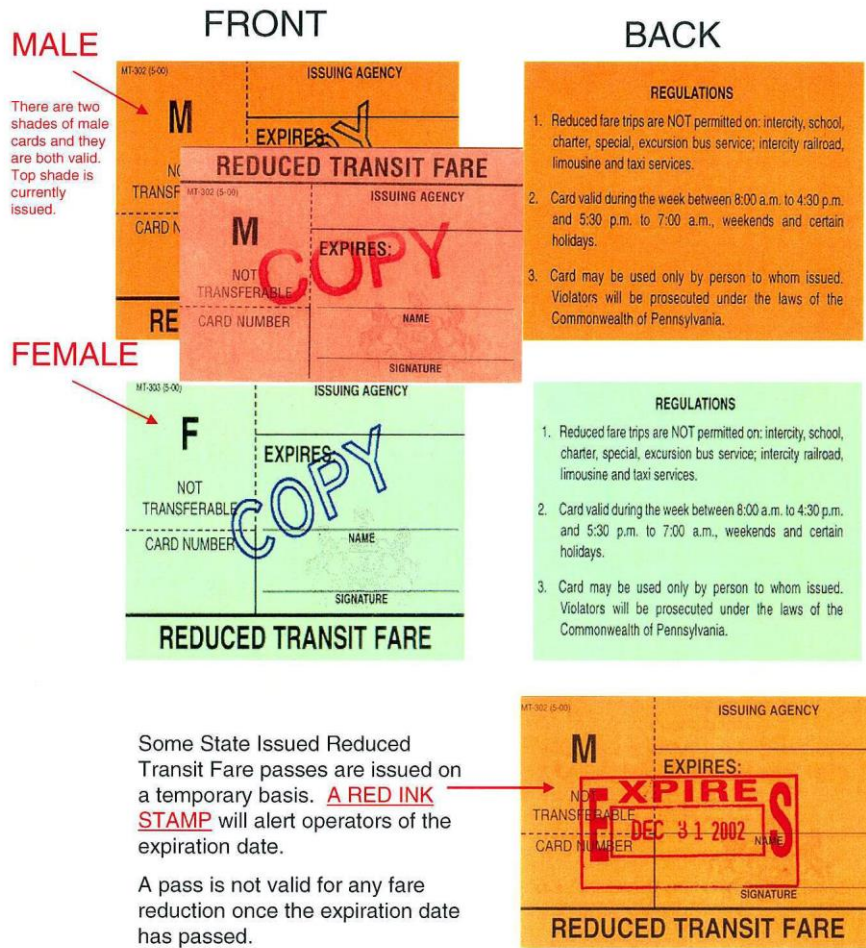
Figure 4 – Medicare Card



Source: <http://freemedicarefacts.com/medicare-card/>

- Persons with Disabilities. Persons with disabilities can ride for half-fare (10 cents) if they present a Commonwealth of Pennsylvania Reduced Transit Fare Card or ACCESS Half-Fare All Day Identification Card. Golden rod is for men and green is for women. Example:

Figure 5 - Commonwealth of Pennsylvania Reduced Transit Fare Card



Source: Port Authority of Allegheny County Fare Manual

- PAAC and ACCESS Half-Fare Identification Cards allows a person to ride for half fare and a personal assistant can accompany the person without paying a fare. The personal assistant would be registered as no fare/free fare.

Figure 6 – PAAC Half-Fare ConnectCards



Source: PAAC

Figure 7 - ACCESS Half-Fare All Day Card, New Style



Entitles eligible person to:
 Ride half fare all day every day.
 Take another person who pays no fare.
Not Transferable.
 Replacement card \$10.00
 For fare and schedule information call:
 412-442-2000 TTY 412-231-7007



This CONNECTCARD® reduced fare instrument remains the property of the participating regional transit authorities. Issuer is subject to the terms and conditions for use of the card. For more details, go to connectcard.org or contact your participating regional transit authority.
EXPIRES AUGUST 31, 2018

Source: ACCESS