



## NEW FARES EFFECTIVE JULY 1, 2023 - FAQs

### What are the new fares for local fixed-route service?

Cash Fare (Single Ride)	Adult	Youth	SDM* Reduced	FAST 31-Day Pass	Adult	Youth	SDM* Reduced
	\$2.00	\$1.75	\$1.00		\$80.00	\$70.00	\$40.00

\*Senior (65+)/Disabled/Medicare

### What are the new fares for DART paratransit service?

DART Paratransit	Cash Fare (Single Ride)	10-Ride Pass
	\$4.00	\$40.00

### Why are fares increasing?

In September 2022, the City Council approved a \$0.25 increase in FAST local fares effective July 1, 2023. FAST fares have not increased since 2014.

### How will I pay my local fare?

Three fare payment options are available:

- **Cash:** Pay for a single ride with cash. Have exact fare as change is not an option.
- **Clipper Card:** Purchase cash value or a 31-Day pass. One 60-minute transfer is available once the Clipper Card is tapped on the Clipper device.
- **Token Transit (Mobile App):** Download the App through Apple or Google Play Stores and purchase a Single-Ride fare, 10-Ride pass, or 31-Day pass.
- Visit [fasttransit.org](http://fasttransit.org) for additional information regarding FAST fares.

### Will paper passes for local service be available to purchase?

- **Paper** passes will **no longer** be available to purchase after June 30, 2023.
- All paper passes purchased prior to July 1, 2023, are valid through December 31, 2023. **There will be no refunds or exchanges; use all paper passes by December 31<sup>st</sup>.**

### Will paper transfers continue to be issued on the bus?

- **Paper** transfers will **no longer** be issued. For transfer options, see Clipper Card information below.

### What is a Clipper Card and how do I use it?

- **CLIPPER CARD** is a contactless payment option that conveniently holds passes, cash value, or a combination of passes and cash value. A plastic Clipper Card is available for use or may be downloaded into your mobile wallet.
- **ONE (1) TRANSFER** for 60-minutes is available once the Clipper Card is tapped.
- Register your card to manage your account online. By registering your card, you may report your card lost/stolen and retrieve the remaining balance by contacting **Clipper Customer Service at (877) 878-8883.**

- Credit/Debit (Visa/Mastercard/American Express) cards are the only accepted forms of payment for Clipper transactions made at the Fairfield Transportation Center (FTC), 2000 Cadenasso Drive, Fairfield.
- A Clipper Card may be used on all participating Bay Area transit systems.

### **How do I obtain an SDM (Senior (65+)/Disabled/Medicare), Youth, or RTC Clipper Card to receive a local discount fare?**

- **SENIOR (65+)** riders eligible for a Senior Clipper Card receive a half-price fare. Riders may register and load a Senior Clipper Card in person by visiting the FTC, with a valid form of ID. For additional information, visit [www.clippercard.com/ClipperWeb/discounts](http://www.clippercard.com/ClipperWeb/discounts).
- **DISABLED/MEDICARE** riders may apply for a Clipper Regional Transit Connection (RTC) Card in-person at the FTC, with proof of eligibility. For eligibility requirements, visit [www.511.org/transit/rtc-card/eligibility](http://www.511.org/transit/rtc-card/eligibility).
  - The Clipper RTC Card is available to persons with qualifying disabilities. Riders may load cash value or a 31-Day pass onto their RTC Card or use the card as proof of eligibility to receive a discount fare on FAST local service, when paying cash.
  - Riders can visit [511.org/transit/rtc-card](http://511.org/transit/rtc-card) for printable applications and locations for processing or visit the FTC to start the Clipper RTC Card application process.
- **YOUTH (Ages 6-18)** riders eligible for a Youth Clipper Card receive a discounted fare. Riders may register and load a Youth Clipper Card in person at the FTC, with a valid form of ID. For additional information visit [www.clippercard.com/ClipperWeb/discounts](http://www.clippercard.com/ClipperWeb/discounts).

### **Are DART paratransit paper passes still available to purchase?**

- DART 10-Ride paper passes remain available to purchase.
- DART Paratransit is expected to transition to the Clipper Card payment system in late 2024. Once the transition is complete, DART paper passes will no longer be sold.

### **How do I pay my DART paratransit fare?**

- **Cash:** Pay for a single ride with cash. Have exact fare as change is not an option.
- **Token Transit (Mobile App):** Download the App through the Apple or Google Play Stores and purchase a Single-Ride fare or a 10-Ride pass.
- **DART 10-Ride paper pass:** Purchase at the FTC or Fairfield City Hall (1<sup>st</sup> floor Finance).

### **If I still have questions about fares or how to use Clipper, what do I do?**

- Contact (707) 434-3800 or visit the FTC at 2000 Cadenasso Drive, Fairfield (Monday, Tuesday, or Thursday: 8 am - 12 pm & 1 pm - 5 pm).
- Send an email to [transit@fairfield.ca.gov](mailto:transit@fairfield.ca.gov).
- Visit [fasttransit.org](http://fasttransit.org) for information regarding fares and services.