

## CCTA FARE AND SERVICE CHANGES PUBLIC HEARING POLICY

Approved by the CCTA Board July 29, 2009

The CCTA shall hold one or more public hearing in connection with proposed fare changes which result in increase(s) (but not decreases) in regular cash, discount ticket or pass fares or in connection with any substantial and long-term service changes which result in reductions (but not increases) in service levels as defined below. See “Definitions” on page 2.

The number of public hearings held shall be determined on a case by case basis in consultation with CCTA staff, the General Manager, and the Board of Commissioners when necessary. In an instance where both fare and service changes (of a substantial and long-term nature) are proposed, both issues may be addressed at the same hearing(s).

After the public hearing(s) for a proposed fare increase or service change but before the proposed changes are implemented, staff will provide the CCTA Board of Commissioners with a summary of the public comments received. This includes both official minutes from the hearing as well as any comments regarding the proposed changes received by phone or email. The CCTA Board shall consider these comments before voting to approve any fare increase or major service change.

### Procedure

Public hearings shall be advertised in the following way:

- 1) Notices of the hearing(s) shall be advertised at least two weeks in advance in one or more major local newspaper
- 2) Notices shall be posted on all CCTA buses at least two weeks in advance of the hearing
- 3) Information on the public hearing shall be posted on the CCTA website at least two weeks in advance of the hearing.
- 4) Notices shall be sent (email is sufficient) to the Municipal Clerk’s office of each affected member municipality at least two weeks in advance of the hearing.

Once adopted, a written description of the revised fare structure shall be made available for public distribution. The same shall be true of a revised service structure. See “Definitions” on page 2.

CCTA’s fare policies shall comply with FTA regulations as they exist and may be amended from time-to-time. Current FTA regulations require:

- (1) that fares for the elderly and handicapped not exceed ½ of peak fare during off-peak hours for fixed route service. Fares for ADA-related service cannot exceed twice the regular fixed route adult peak fare.
- (2) that Medicare cards be accepted as adequate I.D. to prove age.
- (3) that transit systems (such as CCTA) have a policy which describes the process for public input into proposed fare and service changes – such as this policy.

When public hearings are not required for service changes of short-term duration or of a minor nature, whenever possible, public notices shall be distributed on board buses and in the media,

noting such minor service changes. Nothing in this policy shall prevent the CCTA from holding public hearing(s) if it so determines to solicit public comment where none may be required by this policy.

## DEFINITIONS

Public hearings are required for increases in regular cash or discount fare(s) or substantial and long-term decreases in service levels. No public hearing is required in exceptions noted below. (However, as noted above, public hearings may be held when not required, at the discretion of CCTA).

### Fare increase:

#### DOES NOT INCLUDE:

- special fares for occasional special shuttle service,
- special funding mechanisms for human service clients or other patron groups (or the general public) for which fares or cost of service are reimbursed by third parties or for which substitute revenues are provided under grant, contract or other special arrangement,
- special fares for general public shuttle services for which the cost of service is billed to a group (for which appropriate rates are set by the General Manager consistent with budget needs and normal cost principles).

### Service reduction:

#### DOES NOT INCLUDE:

- short-term re-routes or schedule changes due to road construction or hazard, weather or special event;
- seasonally adjusted services to reflect seasonally-related demand patterns;
- deletions of bus stops;
- timepoint changes in schedules;
- modifications to routing for “Neighborhood,” “Shopping” or other “Specials” to reflect change in pattern of patron demand (i.e., for services of a “flexible route” or “demand-responsive” nature);
- minor route changes to serve new destinations in proximity of ½ mile from route(s), or deleting a route segment where new routing pattern(s) provide service within ¼ mile of the former route;
- modification of route name or other info provided on “overhead rollsigns” or other marketing material;
- reversal of directional path within existing corridors;
- “through-routing”;
- transfer arrangements in lieu of “through-routing”;
- parallel or proximate corridor service arrangements to reflect changes in one-way/two-way traffic patterns or other external conditions.