



# **SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY**

## **TARIFF POLICY**

May 2023

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# INTRODUCTION

This Tariff Policy serves as the official rules and regulations of SFRTA, operators of the Tri-Rail commuter rail system. It is intended that this Tariff Policy set forth the rates and payment options applicable to the Tri-Rail system, standards of conduct and behavior applicable to all passengers on Tri-Rail vehicles, and any penalties for failure to comply. This Tariff Policy incorporates the fare structure adopted by the SFRTA Governing Board and is subject to change and amended in accordance with the SFRTA's procedures. Questions related to this Tariff Policy should be directed to SFRTA Customer Service by visiting [www.Tri-Rail.com](http://www.Tri-Rail.com) or calling 1-800-Tri-Rail.

## 1.0 GENERAL INFORMATION

### 1.1 System Summary

SFRTA is an agency of the State of Florida, created in 2003 by Chapter 343, Part II, F.S., as the successor to the Tri-County Commuter Rail Authority (TCRA). Pursuant to Chapter 343, Part II, F.S., SFRTA is authorized to own, operate, maintain, and manage a transit system in the tri-county area of Miami-Dade, Broward, and Palm Beach counties.

SFRTA operates the Tri-Rail commuter rail service in Miami-Dade, Broward, and Palm Beach counties, along a 73.4-mile rail corridor on the South Florida Rail Corridor (SFRC). Tri-Rail has 18 stations- five in Miami-Dade County (Miami Airport, Hialeah Market, Metrorail Transfer, Opa-Locka, and Golden Glades), seven in Broward County (Hollywood, Sheridan Street, Fort Lauderdale/Hollywood International Airport at Dania Beach, Fort Lauderdale, Cypress Creek, Pompano Beach, and Deerfield Beach), and six in Palm Beach County (Boca Raton, Delray Beach, Boynton Beach, Lake Worth, West Palm Beach and Mangonia Park).

### 1.2 SFRTA Operations Center

SFRTA can be contacted at:  
801 NW 33<sup>rd</sup> Street  
Pompano Beach, FL 33064  
Customer Service: 1-800-TRI-RAIL  
[www.Tri-Rail.com](http://www.Tri-Rail.com)

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## 2.0 TRI-RAIL FARE STRUCTURE

The fare system covers a span of six (6) individual zones as shown in Figure 1: Tri-Rail Zone Map. Fare schedules are determined based upon the total number of zones traveled. Weekend, holiday, and certain special event fares are excluded from this pricing structure. See Table 1: Zone Fare Structure for information on zonal fares. Fares can be purchased from automated Ticket Vending Machines (TVMs) at all Tri-Rail stations, or from station agents, prior to boarding trains. **Passes are not sold onboard Tri-Rail. It is the responsibility of passengers to purchase the appropriate fare prior to boarding trains. Failure to do so will result in a fare evasion penalty.** For more information, refer to Subsection 2.6.1. SFRTA reserves the right to change its fare structure and fares with prior notice.

### 2.1 Zone Fare System

Fares are determined by calculating the number of zones traveled beginning with the station of origin to the final destination station. Refer to Figure 1: Tri-Rail Zone Map in order to identify the number of zones traveled. Each colored area counts as a zone. The total number of zones passed through, including the origin and destination zones, will count towards the total number of zones. When purchasing fare products from a TVM, the fare is automatically calculated. For additional information on the Tri-Rail Zone Fare System, refer to Table 1: Zoned Fares.

### 2.2 Special Event Fares

SFRTA may occasionally provide train service to selected events throughout the year. Fares for special event trains may have fares that are different from the regularly published fares. SFRTA, at its discretion, reserves the right to determine special event fares with prior notice.

### 2.3 Required Possession of Valid Fare Media

SFRTA offers passengers different types of fare media that must be validated prior to boarding, EASY Cards, paper tickets and mobile passes (collectively defined as “Tri-Rail pass”). Validation machines are located at all Tri-Rail stations to validate EASY Cards.

### 2.4 Display and Presentation of Fare

Tri-Rail operates under a proof of purchase system. Passengers must have valid fares readily available for inspection by onboard staff. All Tri-Rail customers are subject to frequent routine fare inspections at any time. All passengers must retain paper transfers and bus passes, along with a valid Tri-Rail pass, to be eligible for the discounted train fare.

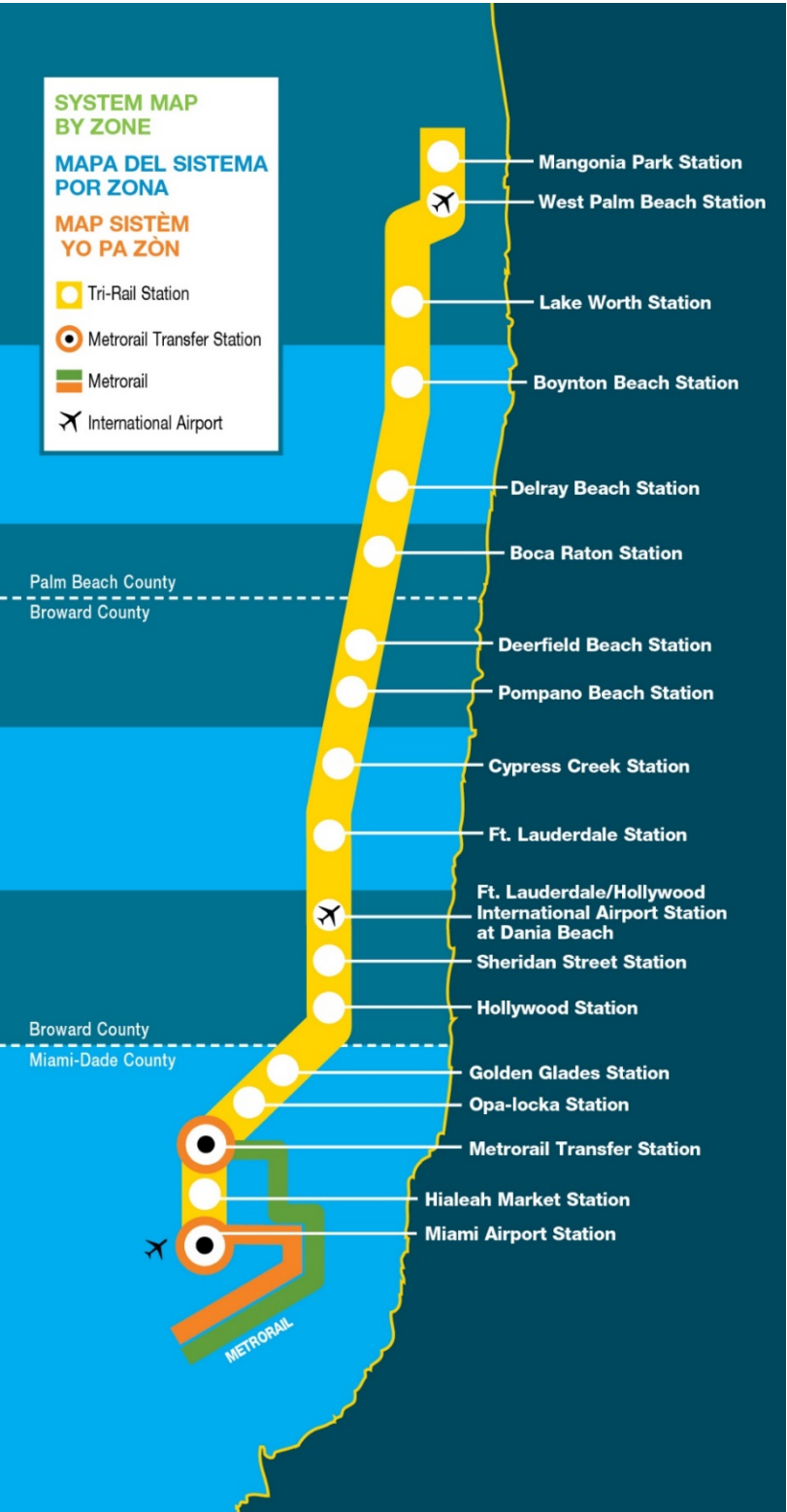
### 2.5 Inspection of Fares

A passenger must present valid Tri-Rail pass upon request from any fare inspector. Failure or refusal to do so may result in the issuance of a citation for fare evasion as authorized under Section 341.3025, F.S. and/or removal from the train at the next station. A customer with a Tri-Rail transfer discount fare on board Tri-Rail must have

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his or her transfer from Miami-Dade Department of Transportation and Public Works (DTPW), Broward County Transit (BCT), or Palm Tran available to present to fare inspectors. Failure to do so may result in a citation. Multiple instances of fare evasion may result in a passenger being barred from future use of the Tri-Rail service.

Figure 1: Tri-Rail Zone Map





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## 2.6 Purchases of Tri-Rail Passes and Fare Evasion

Tickets are not sold onboard trains. Fares can be purchased from TVMs, or from station agents, prior to boarding the train.

### 2.6.1 Persons with Disabilities

Persons with disabilities have different options to purchase tickets. These options include:

- TVMs, which are available at all stations and are equipped with Braille and audio interface.
- Ticket Kiosks where a Station Agent is available to assist the passenger. Station Agents are available at the following stations: West Palm Beach, Pompano Beach, Fort Lauderdale Airport, Metrorail Transfer, and Miami Airport.
- Persons who cannot purchase tickets through the TVM have the option of purchasing ticket(s) in advance (advance payment required) by contacting Tri-Rail's Customer Service Call Center at 1-800-TRI-RAIL (874-7245) or 1-800-955-8771 to access the Telecommunications Device for the Deaf.

### 2.6.2 Fare Evasion Penalties

Riding a Tri-Rail train without first paying the appropriate fare is a noncriminal infraction and is punishable by a fine of \$55 per violation pursuant to Section. 341.3025, F.S. Tri-Rail security personnel are authorized to issue citations to passengers who are unable to produce a valid fare. A cited person shall sign and accept the citation indicating a promise to appear in court. Anyone failing to pay the fine stated on the citation, and who does not appear in court at the location, date and time stated on the citation shall be charged with failing to appear and, upon conviction, will be guilty of a misdemeanor in the second degree, punishable as provided in Sections 775.082 and 775.083, F.S. Any person who elects to appear before a judge and contest the citation waives their right to pay the \$55 fine and could, if the infraction is proven, be ordered to pay a civil penalty not to exceed \$500. SFRTA reserves the right to establish its own civil penalty process, as permitted under Section 341.3025, F.S.

### 2.6.3 Alteration of Tri-Rail Passes

Any Tri-Rail Pass that has been altered in any way, or deemed invalid is to be collected by the fare inspector or service employee and will not be valid for travel on a Tri-Rail train.

### 2.6.4 Inability to Pay Fare

In the event a customer is unable to present a valid Tri-Rail pass, the fare inspector will request the customer's name, address and other pertinent information as required on the citation form with proper verification (i.e., valid driver's license or other appropriate form of identification). Refusal or failure to present identification could

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result in removal from the train and contact with local law enforcement will be initiated to positively identify the person for citation purposes.

## 3.0 FARE TYPES

Tri-Rail fares available for purchase include:

- One-Way
- Round-Trip
- Weekend-Holiday
- 12-Trip
- Monthly
- Regional Monthly
- Cash Value

**Table 1: Zone Fare Structure**

NUMBER OF ZONES TRAVELED	ONE WAY	ROUND TRIP	12 TRIP	MONTHLY	REGIONAL MONTHLY PASS	WEEKEND/HOLIDAY
1	\$2.50	\$5.00	\$30.00	\$110.00	\$155.00	\$5.00
2	\$3.75	\$7.50	\$45.00	\$110.00	\$155.00	\$5.00
3	\$5.00	\$10.00	\$60.00	\$110.00	\$155.00	\$5.00
4	\$6.25	\$12.50	\$75.00	\$110.00	\$155.00	\$5.00
5	\$7.50	\$15.00	\$90.00	\$110.00	\$155.00	\$5.00
6	\$8.75	\$17.50	\$105.00	\$110.00	\$155.00	\$5.00

### 3.1 One-Way / Round-Trip Passes

Full fare one-way passes are valid for travel between origin station and destination station as selected by the customer. They are limited for use on the date of sale only. One-way passes may not be used more than once per day.

Round-trip passes are limited to the date of the sale and number of zones as indicated at the time of purchase. Round-trip passes may not be used to travel for more than two trips per day (one-way trip in each direction).

## 3.2 Weekend/Holiday Passes

Flat rate weekend/holiday passes are available for travel between all destinations. Transfers from other systems are not applicable to the discounted weekend/holiday flat fare. The purchase of a weekend/holiday pass entitles the purchaser to unlimited rides on the date of sale only.

Holiday service where a weekend fare schedule will be in effect includes the following: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

The weekend and holiday fares published in this Tariff Policy are in effect for travel between all destinations on weekends and holidays only. Weekend/Holiday fares may be discontinued at any time.

## 3.3 12-Trip Passes

The 12-trip passes are good for twelve (12) single one-way rides that are not limited to date of purchase or time of travel. Each of the 12-trip passes sold will include both the origin and destination stations as selected by the passenger at the time of purchase. Travel is valid only between stations indicated at the time of purchase. Passengers are required to validate passes for each one-way trip, except on weekends and holidays, where they are valid system-wide and the passenger is only required to validate once on the day of travel.

## 3.4 Monthly Passes

The monthly pass is a multiple-ride pass good for unlimited travel between all stations. Monthly passes are available for travel from the first day to the last day of the calendar month. Bearers of monthly passes are permitted to make unlimited trips between all zones. Monthly passes are good for one passenger and must be validated prior to boarding.

## 3.5 Regional Monthly Passes

The regional monthly pass is valid for unlimited travel through the entire Tri-Rail and Miami-Dade County DTPW systems from the first day to the last day of the calendar month.

## 3.6 Cash Value

EASY Card holders can load cash value onto their cards in order to have a one-way pass deducted per ride, based on the zones traveled. An EASY Card with cash value can also be used for fare on Miami-Dade County DTPW. Passengers must have a minimum of \$5 (\$2.50 for discount customers) to begin a trip on Tri-Rail. Weekend/holiday passes are not available using cash value.

## 3.7 Promotional/Complimentary Passes

SFRTA may issue various promotional items, including complimentary or discounted Tri-Rail passes at its sole discretion. Complimentary passes may be distributed in an effort to promote Tri-Rail service to potential riders in the community or for SFRTA-related business. Complimentary passes must be validated prior to boarding the train.

At SFRTA's discretion, various promotional passes may be sold for special service trains to special events or for other promotional purposes. SFRTA reserves the right to begin a new pass type for a limited period.

### 3.8 EASY Card (Miami-Dade County DTPW/SFRTA)

With the EASY Card, users can add cash value up to \$150 to pay one-way fares, or load the card with all of SFRTA's different fare products. Monthly, 12-trip and discount passes are only available with an EASY Card.

SFRTA has partnered with Miami-Dade County DTPW to use the EASY Card as the preferred way to pay transit fares. The EASY Card is valid for use on both Tri-Rail and Miami-Dade County DTPW, including Metrorail and Metrobus. Tri-Rail passengers choosing to travel on Miami-Dade County DTPW's system must purchase a fare for that system. Passengers with an SFRTA EASY Card can use cash value or a regional monthly pass to use both systems.

### 3.9 Transfer Policies and Fares

Transfer fares to DTPW, BCT, or Palm Tran routes only apply to buses that directly connect to a Tri-Rail Station. Discount transfer fares do not apply to Employer Discount Program members. Tri-Rail passengers are provided complimentary Commuter Connector service at specified Tri-Rail stations.

Tri-Rail transfer policies are subject to change. Transfer policies and fare guidelines are in accordance with each specific transit agency. Transfer fares are typically discounted fares subject to rules established by each transit agency.

#### 3.9.1 Palm Tran

**Table 2: Palm Tran Transfer Fares**

<b>FARE TYPE</b>	<b>TRI-RAIL TO PALM TRAN</b>	<b>PALM TRAN TO TRI-RAIL**</b>
EASY Card with Cash Value*	50¢	Palm Tran Fare
All other passes*	50¢	Palm Tran Fare

\*EASY Card users must obtain a transfer-to-Bus ticket from a TVM after exiting the train, and submit to Palm Tran bus operator to receive a transfer discount.

\*\*Passengers can retain Palm Tran Transfer Receipt for transfer verification on Tri-Rail, to receive \$2 off a full fare or \$1 off a discounted fare. Available for Tri-Rail One-Way and Round-Trip products only.

### 3.9.2 Broward County Transit (BCT)

**Table 3: BCT Transfer Fares**

FARE TYPE	TRI-RAIL TO BCT	BCT TO TRI-RAIL <sup>##</sup>
EASY Card with Cash Value <sup>#</sup>	50¢	BCT Fare
All other passes <sup>#</sup>	50¢	BCT Fare

**Table 4: BCT Express Bus Transfer Fares**

FARE TYPE	TRI-RAIL TO BCT EXPRESS	BCT EXPRESS TO TRI-RAIL <sup>##</sup>
EASY Card with Cash Value <sup>#</sup>	50¢	BCT Fare
All other passes <sup>#</sup>	50¢	BCT Fare

<sup>#</sup>EASY Card users must obtain a Transfer-to-Bus ticket from a TVM after exiting the train, and submit to BCT bus operator to receive a transfer discount.

<sup>##</sup>Passengers can retain BCT Transfer Receipt for transfer verification on Tri-Rail, to receive \$2 off a full fare or \$1 off a discounted fare; available only for Tri-Rail One-Way and Round-Trip products, only.

### 3.9.3 Miami-Dade Department of Transportation and Public Works (DTPW)

**Table 5: Metrorail Transfer Fare**

FARE TYPE	TRI-RAIL TO METRORAIL	METRORAIL TO TRI-RAIL <sup>@</sup>
EASY Card with Cash Value <sup>@</sup>	\$1.20 Full/ 60¢ Discount	Metrorail Fare
Regional Monthly Pass	Free	Free
All Other Passes <sup>@</sup>	\$1.20 Full/ 60¢ Discount	Metrorail Fare
Paper Ticket	Metrorail Fare	Metrorail Fare

**Table 6: Metrobus Transfer Fare**

<b>FARE TYPE</b>	<b>TRI-RAIL TO METROBUS</b>	<b>METROBUS TO TRI-RAIL @@</b>
EASY Card with Cash Value®	60¢ Full/ 30¢ Discount	Metrobus Fare
Regional Monthly Pass	Free	Free
All Other Passes®	60¢ Full/ 30¢ Discount	Metrobus Fare
Paper Ticket	Metrobus Fare	Metrobus Fare

**Table 7: Express Bus Transfer Fare**

<b>FARE TYPE</b>	<b>TRI-RAIL TO EXPRESS BUS</b>	<b>EXPRESS BUS TO TRI-RAIL @@</b>
EASY Card with Cash Value®	95¢ Full/ 45¢ Discount	Express Bus Fare
Regional Monthly Pass	Free	Free
All Other Passes®	95¢ Full/ 45¢ Discount	Express Bus Fare
Paper Ticket	Express Bus Fare	Express Bus Fare

®EASY Cards with Tri-Rail fare products must be loaded with cash value to cover the transfer fee. Transfer discounts will only be available within three hours of tapping out of the Tri-Rail system.

@@Passengers can present valid Miami-Dade DTPW EASY Card, EASY Ticket or Inter-County Connection Ticket for transfer verification on Tri-Rail, to receive \$2 off full fare or \$1 off a discounted rate; available for Tri-Rail One-Way and Round-Trip products, only.

## 4.0 DISCOUNT PROGRAM

### 4.1 Discount Fares

SFRTA offers various discounted fares to eligible passengers. Eligible passengers include children ages 5 through 12, students ages 13 through 18, students attending accredited colleges, universities and technical/trade schools, seniors ages 65 and older, persons with disabilities, and Medicare recipients. Passengers are required to prove eligibility through the presentation of acceptable identification and government-issued photo identification. Discount fares are available for one-way, round-trip, and monthly tickets. Discount fares are non-transferrable. Descriptions of each discount group and eligibility requirements are described in this section.

#### 4.1.1 Children Under Age 12

Children ages 5 through 12 are eligible to receive a discounted fare and no identification is needed. All children age 12 and under must be accompanied by an adult.

To receive a discounted fare, passengers must complete a Discount EASY Card Eligibility Form. The EASY Card must go through the printing process, printing the word “CHILD” on the card but no picture will be taken. The discount eligibility will expire on the child’s thirteenth birthday, or on the card’s expiration date, whichever comes first.

#### 4.1.2 Students Ages 13 through 18

Students ages 13 through 18 are required to prove eligibility with a valid student photo identification. A current identification card issued by a school attended by middle or high school-aged students located within Palm Beach, Broward and Miami-Dade counties is considered valid identification. Upon turning 18, student EASY Cards will not be listed until college eligibility forms are provided. Passengers with a valid Miami-Dade County DTPW K-12 EASY Card can load their card with cash value to receive the 50% discount on Tri-Rail fares.

#### 4.1.3 Students attending Accredited Colleges, Universities and Technical/Trade Schools

Students are required to prove discount fare eligibility with valid current student photo identification cards issued by the students’ institutions. Student discount eligibility will be valid for the school term in which the student is currently enrolled. Eligible users include students currently enrolled in a public or private community college, college or university, trade and/or technical school located within the South Florida tri-county region (Palm Beach, Broward and Miami-Dade counties). Student discount fares are nontransferable. Documentation for a new school term must be presented to renew student discount eligibility. Students who are qualifying based on participation in an online educational program must be a resident of the tri-county region.



**Table 8: Discount Zoned Fares**

<b>NUMBER OF ZONES TRAVELED</b>	<b>DISCOUNT ONE WAY</b>	<b>DISCOUNT ROUND TRIP</b>	<b>DISCOUNT MONTHLY</b>	<b>DISCOUNT REGIONAL MONTHLY</b>	<b>WEEKEND/HOLIDAY</b>
1	\$1.25	\$2.50	\$55.00	\$77.50	\$2.50
2	\$1.75	\$3.75	\$55.00	\$77.50	\$2.50
3	\$2.50	\$5.00	\$55.00	\$77.50	\$2.50
4	\$3.00	\$6.25	\$55.00	\$77.50	\$2.50
5	\$3.75	\$7.50	\$55.00	\$77.50	\$2.50
6	\$4.25	\$8.75	\$55.00	\$77.50	\$2.50

#### 4.1.4 Seniors Ages 65 Years and Older

Senior ages 65 years and older are eligible for discounted Tri-Rail fares. Seniors may purchase discounted tickets by presenting one of the following acceptable forms of identification:

- Medicare Card
- Driver's License
- Birth Certificate
- Photo Identification with birth date. A form of government issued identification with a photo must accompany documents without a photo.

#### 4.1.5 Persons with Disabilities

Persons with disabilities are required to provide eligibility through acceptable identification and a government-issued photo identification. Acceptable forms of identification include:

- Medicare Card
- Disabled Veterans ID
- Broward County Transit Reduced Fare ID
- Miami-Dade DTPW Reduced Fare ID
- Palm Tran Half Fare ID
- Division of the Blind ID
- Letter from physician documenting disability

- Any paratransit certification
- Social Security documentation for disability benefits
- Driver's License indicating disability

### **Tri-Rail Service Connected Pass**

Veterans with disabilities can receive a pass to ride Tri-Rail free by presenting their Service Connected Veteran's Identification Card issued by the US Department of Veterans Affairs (VA). Alternate eligibility forms provided by the Veterans' Affairs may be accepted.

Photo ID is required to be presented along with any of the above documentation that does not contain a picture. The Discount Fare ID Application is available for those that do not have the above forms of identification.

#### **4.1.6 Sworn Law Enforcement Officers**

Sworn law enforcement officers from the tri-county area are not required to purchase a Tri-Rail pass to use the service. Law enforcement officers must show credentials upon request.

## **4.2 Employer Discount Program (EDP)**

SFRTA's Employer Discount Program (EDP) offers a discount on monthly passes or 12-trip tickets as a transit benefit program for employees of participating businesses. A minimum of four (4) employees are required for businesses to qualify for this program. Passengers are required register in order to receive an EDP-encoded EASY Card.

**Table 9: EDP Fares**

<b>NUMBER OF ZONES TRAVELED</b>	<b>EDP 12-TRIP</b>	<b>EDP MONTHLY</b>	<b>EDP REGIONAL MONTHLY</b>
1	\$25.50	\$93.50	\$131.75
2	\$38.25	\$93.50	\$131.75
3	\$51.00	\$93.50	\$131.75
4	\$63.75	\$93.50	\$131.75
5	\$76.50	\$93.50	\$131.75
6	\$89.25	\$93.50	\$131.75

### 4.3 Group Discount Program

Passes are available for groups of 25 persons or more at a 15% discount. Groups are required to make arrangements with SFRTA at least two weeks in advance. Groups of minors must be accompanied by a minimum of one adult for every 10 children to provide supervision and safety while on-board Tri-Rail trains and at station facilities.

## 5.0 PASS SALES OPTIONS

Valid passes are used as proof of payment for travel aboard Tri-Rail trains. Passes can be purchased from automated ticket TVMs at all Tri-Rail stations, or from station agents. Some passes are available for purchase on the DTPW online transit store and by mobile app. Passes must be purchased prior to boarding the train.

### 5.1 Special Event/Promotions

Passes may be sold for special service trains or for other promotional purposes.

### 5.2 Bulk Passes Sales

Tri-Rail passes are available for purchase by an organization. Passes sold in bulk must be paid for in advance. Purchase orders may be accepted from government agencies.

### 5.3 Payment Options

SFRTA accepts U.S. currency, credit or debit cards with Visa, MasterCard, or American Express logos for the purchase of passenger passes. Personal checks are only accepted at stations where a Station Agent is present and ARE NOT accepted at TVMs. TVMs do not accept bills greater than \$20 and will dispense all change in coins.

## 6.0 REFUND POLICY

SFRTA is not responsible for customer ticketing errors. Customers assume responsibility for any incorrect purchases from TVMs or station kiosks at Tri-Rail stations. Customers need to check their passes prior to boarding the train.

Tri-Rail passes are not transferable and cannot be resold.

SFRTA reserves the right to cancel any ticket type with 30 days' notice.

### 6.1 Fare Refunds

#### 6.1.1 Refunds and Replacements

SFRTA policy prohibits refunds or replacement of lost or stolen passes except as provided in this Refund Policy.

#### 6.1.2 12-Trip, Monthly and Regional Monthly Passes

It is SFRTA's policy to provide full refunds to inactivated passes. Prorated refunds for any partially used or activated 12-trip, Monthly and Regional Monthly pass up to 7 days after purchase, are available in accordance with the Refund Table below.

**Figure 10: Refund Table**

	12-Trip Pass	Monthly Pass	Regional Monthly
1-3 Days After Purchase	Full Refund*	Full Refund*	Full Refund*
4-7 Days After Purchase	Prorated Refund <sup>(1) (2)</sup>	Prorated Refund <sup>(1) (2)</sup>	Prorated Refund <sup>(1) (2)</sup>
8 days or More After Purchase	No Refund	No Refund	No Refund

\*Less the value of actual trips used

<sup>(1)</sup> If the passenger's actual travel cannot be determined for the period of the refund request through activity in the fare system, the customer's previous established travel pattern will be used as a basis to determine the value to be deducted from the purchase price.

<sup>(2)</sup> If the passenger has no established travel pattern, the customer will be assessed the value of two one-way six-zone trips per day based on the rider class of the pass for the period of the refund request.

#### 6.1.3 Ticket Refunds at Tri-Rail Station Kiosks

Passes purchased from a Tri-Rail station kiosk are eligible for an immediate refund at the same station kiosk where the pass was purchased, if the request is made within thirty (30) minutes from the time of purchase.

Tickets purchased through automated TVMs at stations are not eligible for immediate refunds. TVM customers must follow the process for written refunds in Subsection 6.2.

#### 6.1.4 Ticket Refunds for Ticket Vending Machines

In the event money is lost in a TVM, a customer can call 1-800-Tri-Rail or request a refund via the Passenger Feedback Form available at <https://www.tri-rail.com/pages/view/passenger-feedback>. All monies lost in a ticket vending machine by a customer that can be verified will be refunded. SFRTA does not guarantee the return of money lost in TVMs, which cannot be verified.

#### 6.1.5 Tri-Rail Non-Performance Policy

No refunds will be offered for service that is terminated or canceled due to weather conditions or emergency situations. Refunds will be provided for verifiable malfunctions of the automated fare collection system by following the process for written refunds in subsection 6.2. SFRTA is also not responsible for any consequential damages as a result of train delays, regardless of the cause of the delay.

### 6.2 Written Requests

Customers who are eligible for refunds or exchanges pursuant to this policy can request refunds/exchanges by utilizing the Passenger Feedback Form available at <https://www.tri-rail.com/pages/view/passenger-feedback> or in writing to the SFRTA Operations Center at 801 NW 33rd Street, Pompano Beach, FL 33064. Written requests should include the original pass and supporting documentation as well as the customer's complete name, address and daytime phone number. Customers will receive a response within four (4) weeks from receipt of the written request.

### 6.3 Lost Stolen and Damaged Passes

A pass purchased by a customer that is destroyed or mutilated such that it cannot be verified will not be accepted for passage, nor will it be replaced or considered for a refund.

A pass purchased by a customer that is lost or stolen will not be refunded, replaced or issued a credit. EASY Cardholders should register their cards by calling 1-800-TRI-RAIL (874-7245) to receive the benefit of balance protection.

## 7.0 PERSONS WITH DISABILITIES

Tri-Rail trains and stations are accessible to persons with disabilities. Elevators and passenger walkways are available to access station platforms and garages. Station platforms are equipped with mini-hi ramps at the north end of each station to provide full access to Tri-Rail trains. All connecting Tri-Rail services, as well as Miami-Dade County DTPW, Broward County Transit and Palm Tran buses, are equipped with wheelchair accessible vehicles.

Persons with disabilities ride on Tri-Rail Trains at a discounted rate, but must first pre-qualify to receive a Discounted Fare EASY Card. See Section 4.1.5 or visit [www.tri-rail.com](http://www.tri-rail.com) for discount eligibility information. Additional information regarding the purchasing of fares can be found in Section 2.6.1.

### 7.1 Reasonable Modification Policy

SFRTA is committed to complying with the Americans with Disabilities Act (“ADA”). It is SFRTA’s policy to make reasonable modifications to its policies, practices, or procedures when requested to do so by individuals with disabilities when such accommodations are necessary to avoid discrimination on the basis of disability. The SFRTA will provide reasonable modifications in its policies, practices or procedures for a qualified individual with a disability when requested. Request for modification will be considered on a case-by-case basis. In determining whether to grant a requested modification, SFRTA will be guided by the provisions of United States Department of Transportation at 49 CFR Appendix E to Part 37.169.

Requests may be made by contacting SFRTA (Tri-Rail) Customer Service at 1-800-874-7245 or TTY 711 (1-800-955-8771) or by visiting the SFRTA website.

Requests should specify what is needed to ride the service, and why this assistance is necessary. Whenever feasible, a request for modification to Tri-Rail’s service should be made in advance. SFRTA will review all requests, and will make every effort to communicate in advance whether or not the requested modification can be made.

### 7.2 ADA Complaints

SFRTA is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit program, policy or activity on the basis of their disability. If you believe you have been subjected to discrimination on the grounds of a disability, you may file a written complaint with the following:

South Florida Regional Transportation Authority

**Attn: Administration Department – Administrative Compliance Officer**

801 NW 33rd Street, Pompano Beach, FL 33064

Telephone number: 1-800-874-7245, TTY 711 (1-800-955-8771)

<http://www.tri-rail.com/paxfeedback/pax/>

SFRTA encourages persons to make complaints in writing and to include, at a minimum, the following information (see Appendix B: ADA Complaint Form):

- Name, address, and contact information (phone number, email address etc.).
- How, why and when you believe you were discriminated against.
- Complaint must be signed, if you are able to.

The SFRTA investigates complaint received no more than 180 days from the date of the alleged discrimination.

**Investigation Process:**

All complaints will be investigated promptly. The investigator will contact the complainant. Interviews may also be conducted with other persons who may have information about the alleged discrimination and records or documents relevant to the complaint may be reviewed.

Upon completion of the investigation, a final letter or report will be completed. If an ADA violation is found, remedial steps, as appropriate, will be taken immediately. The Complainant will also receive notice of investigation's findings and be advised of the remedial actions that will be taken. If there is a finding of no discrimination, the complainant will also be advised of the decision. Within reasonable ability and notwithstanding circumstances that may impede the investigation, the investigative process should be completed within thirty (30) business days of receiving the written complaint.

If no violation is found and the complainant wishes to appeal the decision, he or she may contact the Federal Transit Administration (FTA), Attention: Region IV Civil Rights Officer, 230 Peachtree St., N.W. Suite 800, Atlanta, GA 30303, or by calling (404) 865-5600. A complainant may also file the initial ADA Complaint directly with the Federal Transit Administration at the above address. Complaints filed directly with the FTA must be filed no later than 180 days after the date of the alleged discrimination.



## 8.0 RULES AND OPERATING PROCEDURES

### 8.1 Right to Refuse Transportation

SFRTA's authorized representatives may refuse service to individuals for violating SFRTA rules (including those contained in this Tariff Policy), for failing to comply with safety directives of security and train staff, for delaying security and staff in the performance of their duties, or for creating a disturbance or condition that distracts the operating crew. The rules applicable to passengers are set forth herein this Tariff Policy and also posted on SFRTA's website.

Any violation of SFRTA rules that endangers the individual or passengers may result in the violator being barred for use of the Tri-Rail service.

In addition, service may be refused to customers who appear through observance to be impaired by drugs or alcohol; or who exhibit erratic conduct or whose conduct is objectionable to customers or prospective customers. Transportation may also be refused to persons who are observed trespassing on the tracks, crossing tracks at areas not designated as pedestrian crossings, or going around or under pedestrian gates.

SFRTA reserves the right to cancel and confiscate any fare from anyone for violating SFRTA's Rules and Operating Procedures, including, but not limited to, any of the following violations described below.

#### 8.1.1 Property Damage

Any person willfully causing damage to property owned or controlled by SFRTA, its operators or inspectors will be liable for the full amount of the damages, as determined solely by SFRTA.

#### 8.1.2 Pulling of Emergency Cord

Pulling the emergency cord, except for valid emergencies requiring the immediate stoppage of the train for safety reasons, is prohibited and will be punishable as provided by Section 860.05, F.S. Persons who activate emergency cords, door releases, block doors or otherwise impede the movement of the train will be removed from the train and will have their riding privileges revoked.

### 8.2 Bicycles

#### 8.2.1.1 On-Board

Only conventional two wheeled bicycles that do not exceed 80 inches in their longest dimension will be allowed on trains. Tricycles, tandems, bicycles with training wheels, and any motorized or power bicycles are prohibited. Information regarding the use of mobility devices can be found in Section 7.1 and on the SFRTA website.

Most Tri-Rail trains are equipped with one bicycle car per train set, identified by a sticker on the boarding doors of the bicycle car. On the first level of a bicycle car, there is a 14-space bike rack. These spaces are first come first serve. It is recommended that passengers with bicycles remain on the first level with their bicycle.

#### 8.2.1.2 Bicycle Locker Program

Tri-Rail riders can take advantage of complimentary Bicycle Lockers (with a refundable deposit of \$20) at most train stations. This benefit was created to provide an enhanced experience for passengers so that they do not have to bring their bicycles onboard the train. The Bicycle Locker Program also encourages a truly green commuting experience by making train and bicycle travel more efficient. Tri-Rail offers approximately 600 lockers available for bicycle and accessory storage. Our lockers are perforated-sheet, steel lockers, designed to accommodate two bicycles per modular unit, with a diagonal divider and separate door entries on either end.

Passengers wishing to participate in the Bicycle Locker Program must adhere to the following rules and regulations:

- Only conventional, two-wheeled bicycles that do not exceed 80 inches in their longest dimension may be stored in bicycle lockers.
- Storage of any items other than a bicycle and related equipment (helmet, air pump, bicycle lock, water bottle, bicycle tools and tire repair kit) is prohibited.
- Users may not substitute SFRTA-issued locks and keys for their own locks and keys. Only SFRTA provided locks may be used to secure lockers. Unauthorized locks will be removed by the SFRTA.
- The SFRTA may inspect the contents of any locker at any time, without prior notice to the user and without the user present, and may remove any prohibited items.
- The user agrees that items may be stored in the locker at the user's own risk. The SFRTA is not responsible for theft or damage to any stored items.
- If a registration term lapses, contents of the locker will be removed and processed as abandoned property in accordance with SFRTA policy and Florida state statutes.

### 8.3 Smoking and Vaping

Smoking and Vaping are prohibited on Tri-Rail trains, platforms and pedestrian overpasses, including stairways, elevators and escalators. Smoking and vaping are permitted only in specially designated smoking areas on station platforms.

### 8.4 Food and Drinks

Self-contained food and non-alcoholic beverages are permitted at stations and on the trains (beverages must have lids to prevent spills). Alcoholic beverages are not permitted onboard Tri-Rail or at stations. Passengers are required to dispose of wrappers, trash, food remains, etc. at their departure station.

### 8.5 Pets

With the exception of service animals, large animals are prohibited onboard Tri-Rail trains. Small pets are permitted, but only if enclosed in a proper carrying cage.

## 8.6 Baggage/Luggage

Passengers may carry bags onboard, but may not block seats or aisles. Luggage racks are available on all northernmost cars. Customers must limit baggage to no more than three (3) pieces of standard size luggage, which they can carry onboard in one trip. Train personnel are not required to provide baggage assistance.

## 8.7 Proper Attire

Shoes and shirts are required on board trains and at stations.

## 8.8 Unsafe Conditions

For the benefit of all Tri-Rail passengers, do not place feet on the seats or in a location/position that causes an unsafe condition.

## 8.9 No Solicitation

Solicitation or picketing is prohibited on board trains and at stations.

## 8.10 No Littering

Passengers must take any trash with them upon exiting the train. Trash receptacles are provided at each station for passengers' convenience.

## 8.11 Use of Electronic Devices or Musical Instruments

For the comfort of all passengers, the playing of electronic devices or musical instruments is prohibited, except with the use of personal headphones.

## 8.12 Safety

### 8.12.1 Passenger Safety

Passengers shall not place themselves in a location or position that causes an unsafe condition for themselves or others. Passengers should also not create tripping hazards or unsafe conditions for others.

### 8.12.2 Firearms, Weapons and Explosives

State law prohibits the carrying of concealed firearms without the required license. It is also unlawful for any person to openly carry any firearm or electric weapon or device. Persons in the possession of a license issued by the State of Florida to carry a concealed weapon or firearm are exempt from the concealed weapons prohibition. See Sections 790.01, 790.053 and 790.06, F.S.

Explosives and flammable materials are not permitted onboard trains or at Tri-Rail stations.

## 8.13 Restrooms

Most Tri-Rail stations do not have restroom facilities. Restrooms are available onboard all Tri-Rail trains. The first car on opposite side of locomotive of each set contains an ADA accessible restroom.

## 8.14 Lost or Stolen Items

If an item is lost onboard a Tri-Rail train, passengers may call SFRTA Customer Service at 1-800-TRI-RAIL (874-7245). SFRTA is not responsible or liable for lost or stolen items.

Passengers must file a Lost & Found Report immediately after realizing an item has been lost, by calling the Customer Service Department at 1-800-TRI-RAIL (874-7245). The Customer Service Department is open weekdays from 5 a.m. to 10:30 p.m., weekend and holiday hours are from 7 a.m. to 5 p.m.

Items recovered by SFRTA are logged and placed in the Lost & Found Department within 48 hours. Items are matched against the Lost & Found Report. If there is a match, SFRTA will contact the owner with further instructions on how to retrieve any recovered items. Items collected by Lost and Found are kept for 90 days before they are discarded.

## 8.15 Parking

Parking at stations parking is provided for the commuting public. Tri-Rail is not responsible or liable for any theft or for damage to personal property. Overnight parking is prohibited at the Pompano Beach and Golden Glades stations. Registered overnight parking is available at the Fort Lauderdale and Miami Airport stations.

### 8.15.1 Registered Parking

This procedure applies to the Ft. Lauderdale Airport station parking garage and Miami Airport Station. Parking spots for registered parking are signed "Registered Parking Only". The parking registrations will be issued on a "first come, first served" basis. Additional spots may be added, depending on need and availability. There are three types of "Registered Parking", EDP members with a valid need to park in excess of 24 hours, vanpool, and Employee (SFRTA).

#### 8.15.1.1 EDP Members

EDP members with a valid need to park in excess of 24 hours  
Passengers requesting registered parking must be an active (EDP) Member.  
Passengers not currently enrolled in the EDP will be provided information on the program and referred to the EDP Manager.

To obtain a monthly parking registration, passengers must present their EDP Easy card to the Ticket Agent and purchase their monthly EDP ticket. As a minimum, a 12 trip EDP ticket must be purchased each month "Registered Parking" is desired, regardless of unused trips remaining on a previously purchased 12 trip EDP ticket. ***Monthly parking registrations for passengers will only be issued with an EDP ticket purchase.*** EDP Monthly parking registration begins the first day of the month and expires the last day of the month in which it was issued. "Registered Parking" allows users to park their vehicles in specifically designated spaces, when properly displaying the registration, for periods that exceed 24-hours.

The passenger must provide the following information:

- Name
- Phone number
- Vehicle make / model
- License plate number

Passengers requesting registered parking must show proof of valid need. Airline industry employees must present the ticket agent with valid credentials showing they are “Air Crew” to obtain registered parking. All other passengers requesting registered parking must show proof of need to Safety / Security at the SFRTA Offices in Pompano. Proof may include verifiable letter from an employer.

#### 8.15.1.2 Van Pools

Once approved by the South Florida Commuter Services, Vans will be authorized overnight parking. Van Pool Drivers will show an approval letter, issued by the South Florida Commuter Services, to the Ticket Agent to obtain a parking registration form. Drivers do not need to purchase a ticket or be an EDP member. Parking registrations for Vans must be displayed on the dash of the vehicle when parked and will be issued for 1 calendar year. Vans are required to park in the registered parking designated spots. ***This does not apply to van pool members.*** They are not authorized to park in the registered parking spots. They are to use non designated spots at the station.

If the parking lot and garage at the Ft. Lauderdale Airport exceed 80% capacity, members of the van pool will be instructed to park at either the Sheridan St or Ft. Lauderdale Broward Blvd park and ride lots. The Van will continue to be allowed overnight parking at the station.

#### 8.15.1.3 SFRTA Employees

SFRTA Employees requesting overnight parking at the Ft. Lauderdale Airport Station parking garage will show their SFRTA ID card to the Ticket Agent to obtain a parking registration. The registration form must be displayed on the vehicle dash.

#### 8.15.1.4 Ticket Agent Responsibilities

The Ticket Agent will enter the information, along with the month / year for which the registration is valid onto a registration log. The Ticket Agent will issue the registration to the passenger with an assigned parking space. The passenger must display the registration on the vehicle dashboard in a manner it can be read by Security Officers.

The ticket agent will maintain the log for the entire month making it available to Security for inventory. The log will be turned into SFRTA Safety / Security at the beginning of the next month.

#### 8.15.1.5 Security

Security will randomly patrol the parking garage and conduct vehicle inventories. There is no additional Security provided or guaranteed for registered vehicles. ***SFRTA is not responsible for loss, theft or damage to any vehicles and personal property.***

Security Officers will conduct vehicle inventories. They will obtain a current database report of registered vehicles from the Ft. Lauderdale Station Ticket Agent. Officers will verify the registration information on the dashboard matches that of the vehicle and the information on the database report.

Vehicles parked in the registered vehicle parking area and not displaying a valid registration will be considered unauthorized and subject to being towed at the owner's expense. Registrations may be revoked at any time by SFRTA.

## Appendix A: Tariff Policy Amendment Log

1.	July 2001
2.	September 2010 (DRAFT)
3.	May 2021
4.	March 2023

## **Appendix B: ADA Complaint Form**