

Seminole County Micro-Transit Fare Policy

August 26, 2025

- Purpose
- Background and Progress
- Proposed Fares
- Next Steps
- Recommendation

- To update the Board on the proposed fares for the SCOUT Micro-Transit Service and make a recommendation for fare adoption

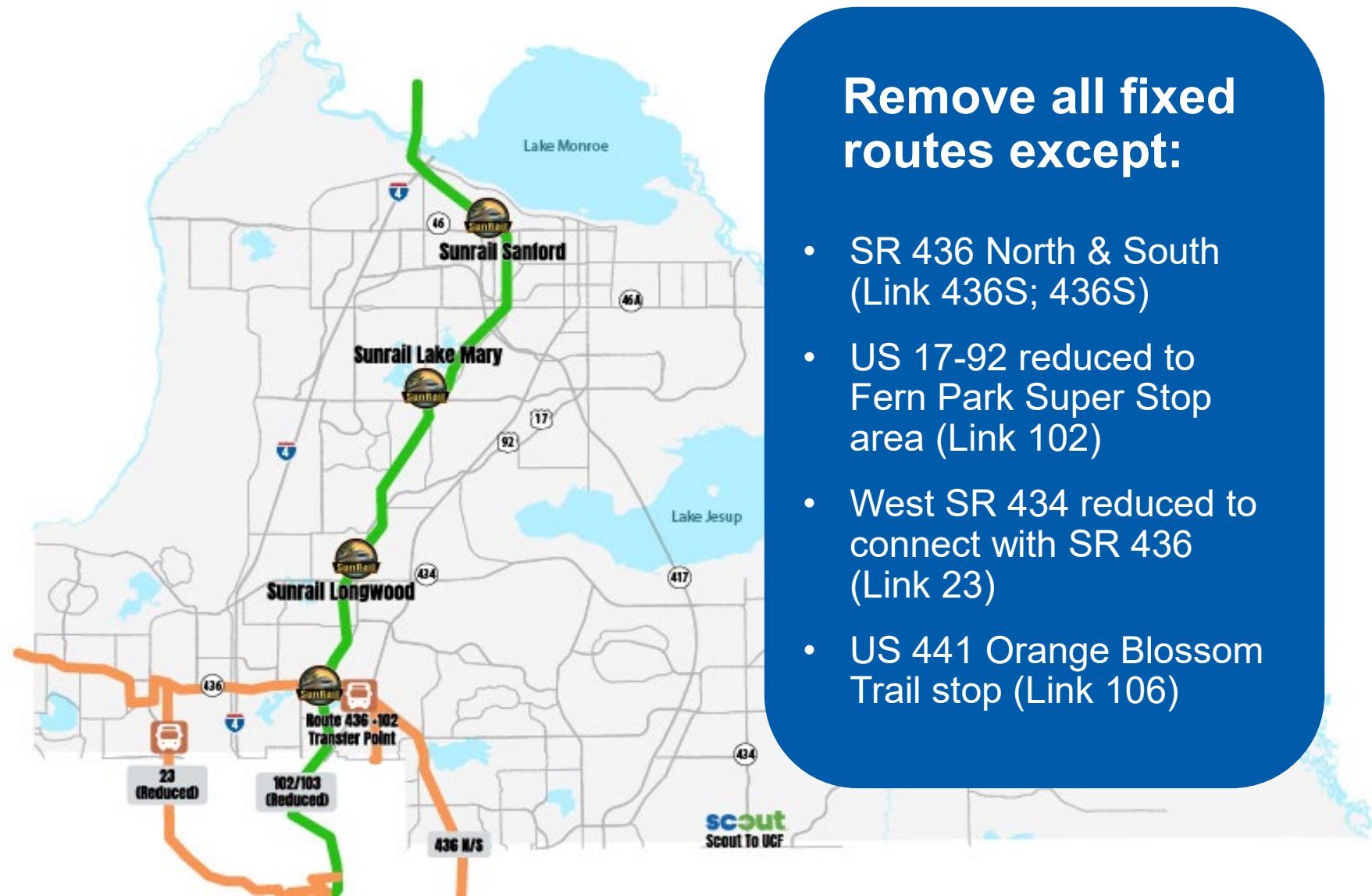
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Background & Progress

- December 10, 2024 – BCC approval of RFP
- February 5, 2025 – RFP solicitation closed
- April 22, 2025 – BCC direction provided to cost and service levels
- May 20, 2025 – BCC award for term contract for micro-transit services
- May 21, 2025 – LYNX service reduction intent letter
- August 1, 2025 – LYNX service reduction effective date letter
- August 12, 2025 – Freebee and new service introduction

Background & Progress

- Fixed Route Service Changes
- Effective January 10, 2026

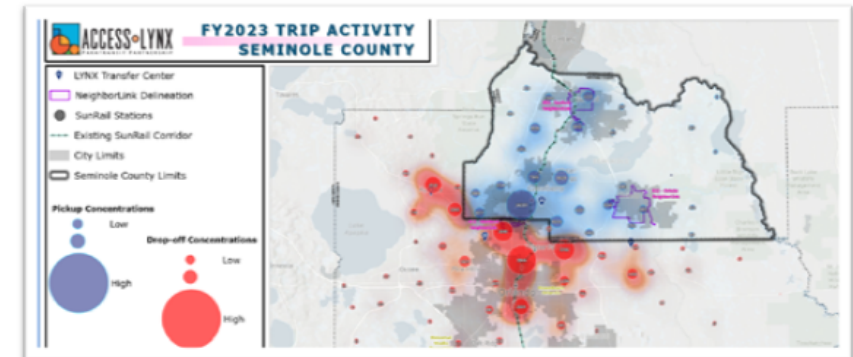


Background & Progress

- Paratransit services will remain provided by LYNX

Paratransit ADA Service

- LYNX is Central Florida's Regional Community Transportation Coordinator (CTC) service provider for Americans with Disabilities Act (ADA) and Transportation Disadvantaged (TD) persons in Orange, Osceola and Seminole counties.
- LYNX is required by Federal Transit Administration (FTA) to provide complementary ADA paratransit service with $\frac{3}{4}$ miles of a fixed bus route.
- The ADA $\frac{3}{4}$ mile requirement goes away when a fixed route is eliminated
- The cost for one way trip goes from \$4 to \$7 for anyone currently within the $\frac{3}{4}$ mile buffer
- LYNX provided 66,391 ADA trips in FY 23 that originated in Seminole County
- It is estimated 31% of all ADA trips in Seminole County begin and end in the proposed Neighborlink expanded zones. All ADA Paratransit customers are eligible for Access Plus+ card can ride Neighborlink and fixed route for free.



Background & Progress

4/22/2025 BCC provided direction for fares and service levels

- Fare structure & discounts
 - Base fare to be based upon other transportation available such as Uber
 - Discounts (free and/or reduced pricing)
 - Low income
 - Disabled
 - Seniors
 - Students
 - Riders accessing SunRail

Background & Progress

4/22/2025 BCC provided direction for fares and service levels (continued)

- Zone and zone limitations
 - Fixed Zones
 - Flex Zone
- Service schedule

Background & Progress

Additional comments received from BCC

- Do not want to compete with Uber
- Fares should be market-based for the Choice Riders (Riders not dependent upon public transportation)
- Fares should control ridership to prevent explosive growth of the system
- Fares should be economical and close to what is currently being paid by Essential Riders (Riders dependent upon public transportation)
- Service costs should be equal to or less expensive than existing costs

Background & Progress

Steps taken to develop proposed fares

- Outside counsel verified proposed fares would be compliant with any laws and not prevent grant opportunities
- Gathered data
 - Seminole County income demographics
 - Tested Uber rates for a variety of locations
- Economist verified fares were acceptable and market-tolerant for both Choice Riders and Essential Riders
- County's Department of Community Services helped develop fare discount structure

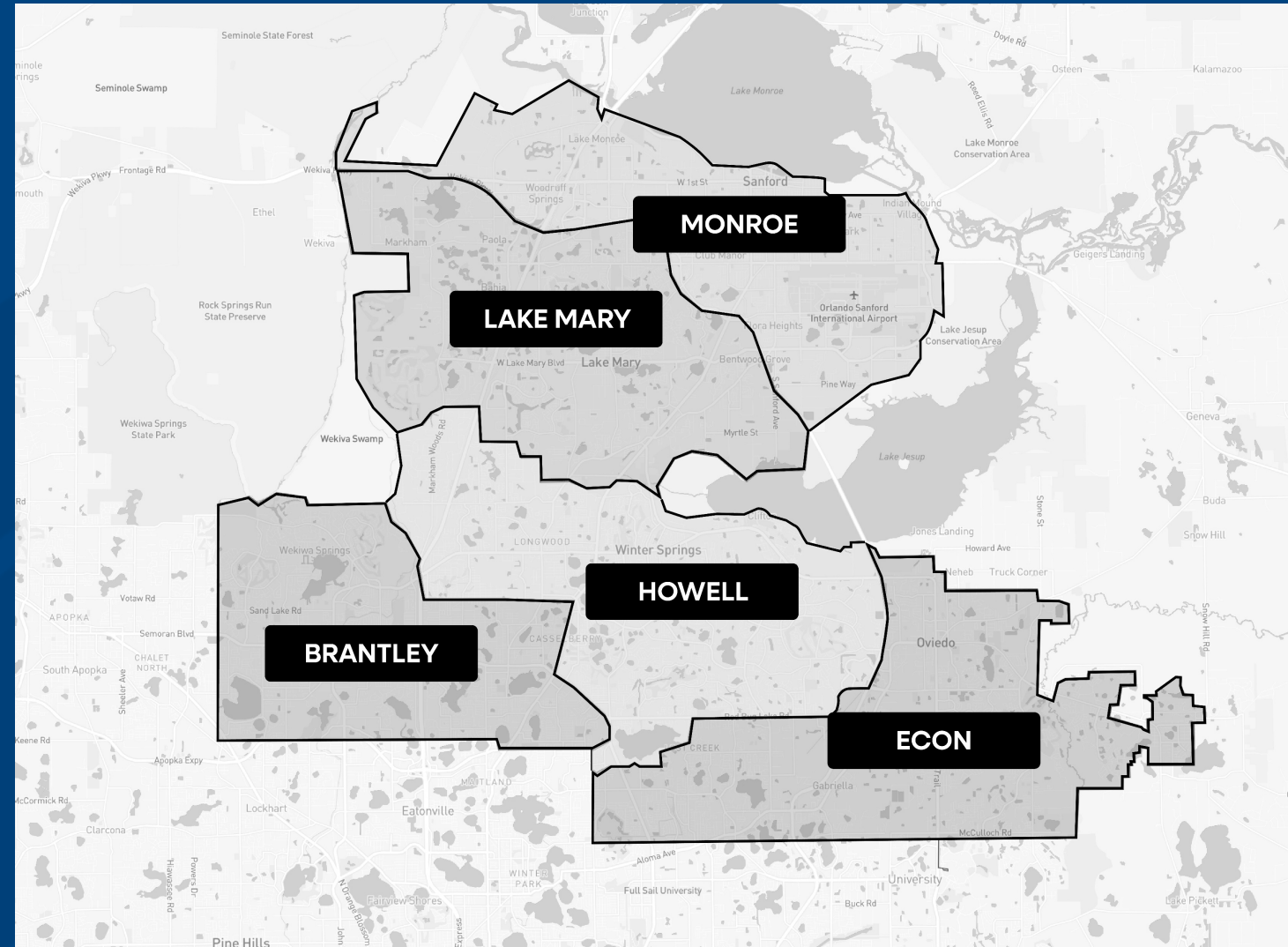
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Developed five (5) zone system

- Name each zone after a primary waterbody, as the city names were providing confusion
- Focused zone boundaries on waterbodies or major highways where possible
- Focused zones on SunRail with a station in four (4) of the five (5) zones
- Organized zones with medical facilities, government services, and grocery stores in each zone
- Organized zones to help reduce long trips

Proposed Fares

- Five Zones
- Flex Zones – ability to travel out of a zone to any other zone



Proposed Fares

- Original Freebee proposal was a mileage-based fare system with upcharges for flex zone usage
- A new fare structure was developed in conjunction with Freebee based on Economist recommendation
 - Zone-based fares
 - Simpler
 - Uniform fare structure

Proposed Fares

Fare Structure

- Base Fare: Applies when both the origin and destination are within the same zone
- Zone-Based Pricing: Fares increase based on the number of zones crossed during the trip
- Discounted Fares: Available for seniors, students, disabled, and low-income riders

PINK TICKET SAME ZONE	
GREEN TICKET 1 ZONE TRANSFER	
BLUE TICKET 2 ZONE TRANSFER	
YELLOW TICKET 3 ZONE TRANSFER	

PROPOSED FARE TICKET STRUCTURE						
		TO				
		MONROE ZONE	LAKE MARY ZONE	HOWELL ZONE	BRANTLEY ZONE	ECON ZONE
FROM	MONROE ZONE					
	LAKE MARY ZONE					
	HOWELL ZONE					
	BRANTLEY ZONE					
	ECON ZONE					

Proposed Fares

Proposed Fares for Choice Riders

- Fares shown do not include discounts
- Cashless system
- Tickets could be available for sale at County parks and libraries

EXTRA CHARGES	AMOUNT
PEAK HOUR SURCHARGE: Trip 7:00 A.M - 9:00 A.M. and 4:30 P.M. - 6:30 P.M. on weekdays (Does not apply to discounted riders)	\$1.00
ADDITIONAL PASSENGERS (EACH)	\$1.00
EACH EXTRA SEAT FOR LARGE ITEM STORAGE	\$1.00

PINK TICKET SAME ZONE	\$4
GREEN TICKET 1 ZONE TRANSFER	\$7
BLUE TICKET 2 ZONE TRANSFER	\$10
YELLOW TICKET 3 ZONE TRANSFER	\$14

PROPOSED FARE TICKET STRUCTURE						
		TO				
		MONROE ZONE	LAKE MARY ZONE	HOWELL ZONE	BRANTLEY ZONE	ECON ZONE
FROM	MONROE ZONE	\$4	\$7	\$10	\$14	\$14
	LAKE MARY ZONE	\$7	\$4	\$7	\$10	\$10
	HOWELL ZONE	\$10	\$7	\$4	\$7	\$7
	BRANTLEY ZONE	\$14	\$10	\$7	\$4	\$10
	ECON ZONE	\$14	\$10	\$7	\$10	\$4

Proposed Fares

Proposed fares to aid Essential Riders

- If the rider qualifies for more than one discount category, the lowest would be assigned

DISCOUNTS	DISCOUNT AMOUNT		
DISCOUNT FOR BOOKING THROUGH THE APP*	\$0.50		
NEAREST SUNRAIL STATION DROPOFF/PICKUP DURING SUNRAIL OPERATING HOURS		TOTAL FARE CAPPED @	\$2.00
SENIOR (65 and older)	50% Discount		
STUDENT	50% Discount		
LOW INCOME DISCOUNT- HIGH LEVEL	50% Discount	TOTAL FARE CAPPED @	\$5.00
LOW INCOME DISCOUNT- LOW LEVEL	50% Discount	TOTAL FARE CAPPED @	\$2.50
ACCESS PLUS CARD HOLDERS/DISABILITIES	\$1.00		
* DENOTES STACKABLE DISCOUNT THAT CAN BE APPLIED TO OTHER DISCOUNTS			

Economist's takeaways

- Keeping the fare relatively high reduces the risk of excessive volumes of riders, which could overwhelm the service, whose primary objective is to serve those who need to use public transportation.
- Seminole County should be commended on its admirable and creative development of tiered levels of deep-discounting.
- Seminole County's proposed pricing structure for Freebee is ultimately very well-reasoned.

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- Incorporate fare structure into the app
- Develop point-of-sale system to sell full fare tickets at certain County facilities
- Add fare structure to existing marketing efforts
- Work with essential riders to enroll them in discount programs
- Continue implementation for soft launch and full launch scheduled dates

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Recommendation

- Approve the SCOUT Micro-Transit Service fare and discount structure as presented herein

END PRESENTATION