

Bus Operator Procedures	
Title: Fare Procedures	SOP B502
Date: Revised 01/03/2010, 11/17/2016, 02/16/2017	Page 1 of 2

1.0 Purpose:

This procedure outlines the handling of fares. Operators are responsible for knowing TriMet's current fare policy and all acceptable fare payment methods. Review the Fare Board in report area as well as the Fare Card found in the pouch for the most up-to-date information on TriMet fare policy.

2.0 Procedures:

Collecting Fares:

1. TriMet's policy is to avoid confrontations and be fare informers.
2. Operators should attempt to inspect the fare of boarding passengers.
3. Fare instruments currently accepted on TriMet are posted in every report area.
4. Be respectful: Your safety and the safety of your passengers are most important. Respectfully inform passengers of TriMet's fare policy.
5. Partial payment: Issue a printed ticket closest to the actual amount that a customer has made an effort to pay the fare.
6. Issue a printed ticket to every customer who pays for a fare with cash or an unvalidated ticket. The printed ticket is proof of payment for these customers. Unvalidated tickets need to be placed in the farebox. To issue a printed ticket:
 - Touch the appropriate fare button on the Mobile Data Terminal (MDT) corresponding to the cash or unvalidated ticket received.
 - The printer will print a ticket with the correct day code and expiration time.
 - Multiple tickets can be printed by entering the appropriate number (1-9) in the "Quantity" field before touching a fare button.
 - Printed tickets cannot be upgraded.
7. Instruct passengers to retain validated tickets as proof of payment. Printed tickets are not issued for validated tickets, Hop Fastpass, and mobile ticketing flash pass. Passengers retain Portland Streetcar tickets as proof of payment.
8. Request ID for Youth and Honored Citizen fares.

Responding to Fare Evasion:

1. If a customer does not pay the fare, **inform** the customer of TriMet's Fare Policy.
2. Operators may not deny boarding to a fare evader.
3. After the fare-evader has boarded: press FARE EVASION button on the fare screen or send outgoing message, 1-Fare, touch Ok, 11 - Fare Evasion and SEND.
Continue in service.
4. Report any chronic fare evasion at a particular bus stop to an Assistant Manager, Transportation at your garage.

Fare Overpayment-Customer Puts a Large Bill in the Fare Box:

1. If a large bill is put in the fare box, notify Dispatch: Press 4 - Service, touch Ok, 47 - Service Info Request and SEND.
 - Provide Dispatch with customer name, phone number, bill amount, and fare paid.
2. Instruct the Customer to contact Customer Service regarding the incident and provide day, time, route number, and vehicle number to initiate an investigation.
3. Do not tell customer that they will or will not receive a refund of their overpayment.

3.0 Reference:

- PDF of B502 Fare Collection