



# Monroe Transit Fare Evasion Policy

Effective: May 26, 2016

## **FARE COLLECTION & CASH HANDLING STANDARD OPERATING PROCEDURES:**

The fare collection is often the most direct contact between operating personnel and the customer. A fare policy reflects an agency's goals and objectives and addresses the transit fare structure, fare prices, and rules. Fare collection policies and practices are instituted so that operators have the appropriate knowledge to collect fares, deal with fare disputes, and give out route or other transit information to passengers. These policies and practices are important to not only the operator but the general public and agency management as well. Over time, a policy measures actual performance (ridership and revenue) to ensure that the results are within the agency's objectives.

### **Collecting the Fare**

The transit system loses a substantial amount of revenue through various types of fare evasion. Collecting fares from passengers is an important responsibility for the bus operators who must ensure that each passenger deposits the appropriate coins, bills or pass into the farebox. All operators are trained to ask for the correct fare.

All boarding passengers must enter through the front door. The passenger will deposit the correct fare into the farebox when boarding the vehicle. The passenger may deposit more than the required fare because the farebox will issue a change card for future use. The farebox also is equipped with an alarm that will sound if a passenger attempts to use an expired pass.

If the passenger does not have the correct fare or refuses to pay, the Operator must first contact a supervisor who may have them deny the ride. If the situation is escalated, the operator may be required to request the Supervisor report to the location and/or law enforcement for assistance. Operators are not allowed to deny transportation without first contacting the Supervisor.