



Fare Inspector Program

AOCSC Meeting

November 19, 2020

Roles of Fare Inspectors During the Pandemic

- March - fare inspectors provided safety for the downtown subway stations shared with BART
- August - forty- hour training on different topics such as mental health first aid, conflict resolution, customer service, fare programs, and new rider information
- September – deployed as ambassadors at different bus stops to assist with mask and physical distancing compliance
- October - fare inspectors began riding buses, assisting operators with mask compliance and social distancing. Renewed focus on customer education regarding fare programs. They also check for fares, but do not issue citations
- Full fare enforcement is scheduled to start at the end of the year



Previous Approach to Fare Enforcement and Operator Safety

- Primary focus was on fare enforcement
- Both Proof of Payment shifts would ride 1-2 lines per day
- Fare Inspectors would board the coach after asking driver if they had time for them to check
- If the operator needed assistance with a passenger, they could ask the Fare Inspectors for help



Renewed Fare Inspection Program

Goals:

- Reduction in operator altercations
- Reduction in Customer Service complaints
- Increase in fare revenue/compliance because of education about fare programs

Renewed Fare Inspection Program

Purpose – Shift from enforcement to compliance

- Educate customers on fare programs
- Provide transit information
- Mask distribution
- Support operators and transit riders

New Uniforms

- Complement renewed scope and approach

Current Approach to Fare Enforcement and Operator Safety

- Fare Inspectors ride two different lines per shift for a total of 4 lines per day and assist with Covid-19 safety precautions and fare compliance
- MTAP also assists with Covid-19 safety precautions and education about fare programs
- All teams check in with operator first and ride the coaches for a few stops to assist with compliance on masks and social distancing.

