

# Fare Enforcement

**Citizens Advisory Committee  
June 18, 2025  
Agenda Item 8**



# Agenda

**Policy Overview**

**Inspection Requirements  
& Coverage**

**Operational Challenges /  
Delays**

# Policy Overview

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## Proof-of-Payment System

- Passengers purchase/activate fare before boarding
- Conductors verify

## Pre-Trip

- Wear ID & fare-enforcement badge
- Power-on and login Clipper/FIMPS/Turbo Data devices
- Gate Checks at San Francisco

## En-route

- Announce inspections once per zone
- Inspect entire train once every 2 fare zones
- Devices remain on
- Notices of Violation (NOV) issued to riders without valid fare (except minors/ADA)

# Policy Overview

## VIOLATIONS & FINES

- Administrative citation \$75
- Repeat offenses
  - *May lead to ejection*
  - *90-day exclusion*
- Zero-tolerance policy



# Inspection Requirements & Coverage

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- **Crews Aim to Inspect an Entire Train Within 2 Fare Zones**
  - *San Jose → Menlo Park*
- **Accepted Fare Media**
  - *Paper ticket*
  - *Mobile ticket*
  - *Clipper (card or mobile)*
  - *GoPass*
  - *Scratch-off day pass.*
- **Mobile Ticket Validation**
  - *Moving background*
  - *Tap to change color*
  - *QR timestamp*
- **Insufficient Fare / ID – Rider Must**
  - *Upgrade*
  - *Tag on or alight at next station*
  - *N.O.V. issued - if they remain onboard*  
(Minors/ADA riders exempt)



# **Operational Challenges / Delays**



# Operational Challenges / Delays

- **Writing Citations or Removing Non-Compliant Passengers**
  - *Extends dwell times*
  - *Possibility of fares not getting checked within the 2 fare zones.*
- **Crowded trains**
  - *Hinder Conductors moving car-to-car*
  - *May require platform detours*
  - *Temporary suspension of checks*  
(Bay to Breakers / Baseball / Concerts)
- **Riders Presenting Fare on Locked Phones/Watches**
  - *Lose time logging in & locating app*



# Operational Challenges / Delays

## Device Speed

- **New FIMPS scanner**
  - 10 s per rider vs. legacy HCR4 = 2 s
  - Creates an additional 14 min across a train of 1,000 passengers
    - Equivalent to 4–5 station stops.
    - *Example: While testing FIMPS, it took 8 station stops (1.5 zones) to check 2 cars on a moderately busy train.*

## Zone-Coverage Rule

- **Short-trip riders**
  - *Example: San Bruno to San Carlos may not be inspected depending on conductor's start location and your seat.*

# **Additional Questions or Comments?**